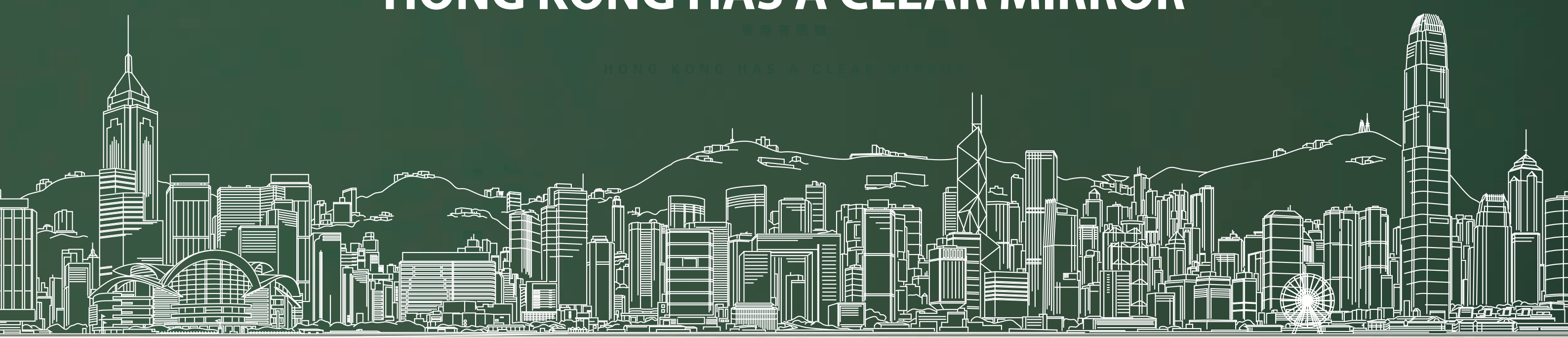
申诉专员年报
Annual Report of The Ombudsman
2023/24



香港有明镜
HONG KONG HAS A CLEAR MIRROR



申诉专员公署
Office of The Ombudsman

中国香港

Hong Kong, China

理想 Vision

确保香港的公共行政公平和有效率，兼且问责开明，服务优良。

To ensure that Hong Kong is served by a fair and efficient public administration which is committed to accountability, openness and quality of service

使命 Mission

透过独立、客观及公正的调查，处理及解决因公营机构行政失当而引起的不满和问题，以及提高公共行政的质素和水平，并促进行政公平。

Through independent, objective and impartial investigation, to redress grievances and address issues arising from maladministration in the public sector and bring about improvement in the quality and standard of and promote fairness in public administration

信念 Values

- 以公正客观的态度进行调查
- 勇于承担责任，为市民和在公署职权管辖范围内的机构提供便捷的服务
- 对市民和机构尊重有礼
- 维持专业水平，切实履行公署各项职能

- Maintaining impartiality and objectivity in our investigations
- Making ourselves accessible and accountable to the public and organisations under our jurisdiction
- According the public and organisations courtesy and respect
- Upholding professionalism in the performance of our functions

本年度主要統計數字
Key Figures of the Year



78.4%
透过电子方式或传真
by **electronic means** or **fax**

10.6%
透过邮件
by **post**

9.1%
亲临公署
in **person**

1.9%
致电公署
by **phone**

超标 Exceed Target	**100%** (目标 Target: 99%)	投诉个案因超出公署职权范围，经初步评审后于**15个工作天**内结案 Complaints outside our statutory purview closed within **15 working days** after initial assessment
超标 Exceed Target	**86.5%** (目标 Target: 80%)	个案于**3个月**内完成调查或查讯后结案 Complaints concluded by investigation or inquiry within **3 months**
达标 Meet Target	**99.1%** (目标 Target: 99%)	复杂个案于**6个月**内完成调查或查讯后结案 Complex cases concluded by investigation or inquiry within **6 months**

已完成的投诉个案
Complaints completed
4,397

2,344
经评审后结案
Closed after **assessment**

187
经调解后结案
Resolved by **mediation**

1,771
经查讯后结案
Concluded by **inquiry**

95
经全面调查后结案
Concluded by **full investigation**

10
已完成的主动调查行动
Direct investigation operations completed

72
已完成的与公开资料有关的个案
Cases related to **access to information** completed

186
提出的建议
Recommendations given

8,599
接到的查询
Enquiries received



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申诉专员导言
The Ombudsman’s Introduction

“公署即将踏入第35年，我将带领公署全体人员谨守岗位，以无比干劲和热诚服务市民，把好关，定目标，求结果，为特区的美好将来继续奋斗。

On the doorstep of the 35th anniversary, I will lead the Office to serve the public with vigour and dedication. We shall set targets and strive for results, and perform our gatekeeping role conscientiously for the continuous betterment of the community.”



随着「口罩令」于2023年3月解除，2023/24年度是自2019冠状病毒病疫情肆虐以来，特区民生全面复常的首个完整年度。

With the lifting of mask-wearing requirement in March 2023, the year 2023/24 is the first full year where lives in the Special Administrative Region have gone back to normality since the COVID-19 pandemic.

2023/24年度主要数字

在年度内，我们接到的投诉有所减少，全年录得共4,351宗投诉，数字为近五年来最低；其中，与疫情有关的投诉数目大减，由去年的766宗锐减至本年度的33宗，而当中表达的不满及怨气亦大幅度退减。我们完成处理了4,397宗投诉个案，并完全达到有关处理查询和接收新投诉，以及重新评审和覆检投诉个案等各方面的所有服务承诺。

Notable Figures in 2023/24

This year, we saw a decline in incoming complaints and logged a total of 4,351 complaints, which is the lowest in the recent five years. In particular, we see a big drop in pandemic-related complaints: from 766 last year to 33 this year and the discontent and grievances expressed in these complaints were drastically less poignant. We completed 4,397 cases, and were able to achieve all our performance pledges in handling enquiries, new complaints, re-assessment and review of complaints.

以调解方式完成处理的投诉个案有187宗。调解特别适用于处理与疫情有关的投诉，故去年成功以调解方式处理的个案，数目为历来最多。事实上，愈来愈多公营机构接受以调解方式迅速有效地解决投诉。与此同时，我们以全面调查方式处理了95宗需深入审研或涉及行政体制上的流弊的投诉个案，另外亦完成了十项主动调查行动。在这些全面调查及主动调查行动中，公署提出了共186项改善建议，其中逾九成已获相关决策局及部门接纳，其余仍在考虑中。

A total of 187 cases were concluded by mediation. As pandemic-related cases were particularly suitable for mediation, hence we saw an unprecedented number of such cases last year. We can see that more public organisations are receptive to resolving complaints swiftly and efficiently through mediation. Meanwhile, we conducted full investigations into 95 cases, which required in-depth probing or involved systemic issues. This year, we also completed 10 direct investigation operations. In these full investigations and direct investigation operations, we made a total of 186 recommendations, more than 90% of which have already been accepted by the relevant bureaux and departments, while the rest are still under consideration.

工作重点

我们一直致力加深市民大众对公署角色及服务的认识，让申诉人知道他们有独立、客观持平的申诉途径。尽管推广宣传的工作难免受到疫情影响，但公署藉着更有效地利用网站及各社交媒体渠道，保持对外接触，让外界能继续知悉公署的动向。我们重新设计了更用者友善的公署网站及网上投诉表格，并于2023年9月展开了以「香港需要明镜」为主题的宣传活动，利用户外广告、公共交通工具的广告位置及社交媒体等进行宣传推广。年度的申诉专员嘉许奖颁奖典礼亦回复以往规模，并继续受到社会关注。除了定期举办学校外展讲座，公署在2023年11月举办了「新『申』一代建构美好香港」广告设计比赛，让年青人更认识公署的工作；而我们参与新获任命校长的领袖研讨会一方面令他们更了解公署的职责，另一方面亦对他们的专业发展有裨益。

Highlights of Our Work

We have been enhancing community awareness of the role and services of The Ombudsman so that complainants would know that they can seek redress from an independent, objective and impartial channel. While promotion efforts were inevitably affected by the pandemic, we maintained exposure by making better use of our website and social media channels. We have redesigned our website and the online complaint form to make them more user-friendly. We launched a publicity campaign in September 2023 with the theme "Hong Kong needs a clear mirror", making use of outdoor advertisings, advertising spaces of public transport and social media. The annual Ombudsman's Awards Presentation Ceremony was held in full scale and continued to generate attention in the society. In addition to regular outreach talks to schools, we held a Youth Contest in November 2023 to increase awareness of our work among teenagers. Our involvement in the leadership forum for newly appointed principals also raised their awareness of our duties whilst contributing to their professional development.

我们透过提出针对性及可行的改善建议以解决行政失当所引起的问题，并监察建议的落实情况，鼓励和推动政府部门及公营机构积极改善公共行政及投诉处理，以提升公共行政的质素及促进行政公平。过去五年，公署共提出了907项建议。这些建议包括促请有关部门及机构推行新的规管措施、改善现行的规管及执法程序和指引、加强跨部门协作及保护弱势社群。这些建议涵盖广泛的民生问题，例如1823处理投诉及查询、防治鼠患及灭蚊、阻街、在政府土地上弃置车辆、街道洁净服务、街渡服务、举报怀疑虐儿个案、智障儿童学校宿舍部，以及长者社区照顾服务券等。公署提出的建议当中逾九成已获接纳。令我们感到鼓舞的是决策局及部门均作出积极和正面的回应，且往往在公署尚未完成调查前已主动采取改善行动。

We have been fostering improvement in the quality and fairness in public administration by making pertinent and feasible recommendations to tackle issues arising from maladministration and monitoring their implementation, as well as encouraging and motivating Government departments and public organisations to proactively improve public administration and complaint handling. In the last five years, we have made a total of 907 recommendations. These recommendations would entail introducing new regulatory measures, improving existing regulatory and enforcement procedures and guidelines, strengthening multi-departmental collaboration, and protecting vulnerable groups. Our recommendations cover a wide range of issues affecting people's livelihood, such as 1823's handling of complaints and enquiries, rodent and mosquito prevention and control, street obstruction, abandoned vehicles on government land, street cleansing service, *kaito* ferry services, reporting of suspected child abuse cases, boarding sections of schools for children with intellectual disabilities, and community care vouchers for the elderly. More than 90% of our recommendations have been accepted. It is encouraging that bureaux and departments have all responded positively and proactively, often taking improvement actions even before we complete our investigations.

我们着力提高公署透明度及提升工作效率与质素。我们公布及发表更多投诉个案的调查报告，并在进行主动调查行动时搜集市民的意见。过去五年，我们已将122个全面调查报告上载至公署网页，并在网页加入搜寻功能，便利市民阅览这些报告。主动调查行动方面，除了完成调查行动后公布整份报告外，我们亦在展开行动初期即公开宣布并邀请市民提供意见及资料，并开始于网上直播公布行动结果的新闻发布会，让市民可以同步观看。内部方面，公署定期检讨及改善各项运作程序，确保工作方法合乎时宜。

We have been enhancing transparency, efficiency and quality of our work by announcing and publishing more investigation reports of complaint cases and seeking the views of the public when carrying out direct investigation operations. In the last five years, we have published a total of 122 full investigation reports on our website. We have also added a search function to further facilitate public access to relevant reports. For direct investigation operations, in addition to publishing the full reports upon completion, we declared all direct investigation operations to the public at the early stage and invited comments from members of the public. We have started live-streaming press conferences to announce findings of our direct investigation operations such that members of the public can watch them too. Internally, we have been regularly reviewing and enhancing various operational procedures to make sure that our practices are up-to-date.

我们致力改进科技基础设备，加强职员培训及知识管理，以巩固及提升专业效能。公署持续分析员工的培训需要，并根据分析结果订定员工发展计划，以建立并提高员工的工作效能。疫情加快了公署运用资讯科技的步伐，令公署即使在第五波疫情高峯期期间仍能如常运作，继续为市民提供服务。我们现正着手令运作进一步数码化并建立更高水平的智识库，以应付未来需要。

我们亦更积极参与国际活动，出席海外申诉专员机构举办的大型国际研讨会及会议。公署人员于去年前赴墨尔本、喀山和日惹出席国际会议及分享香港的经验，并在亚洲申诉专员协会上一届会员大会中再次获选为该会秘书长。我们定会继续与国际伙伴保持紧密联系，把握及珍惜每个交流和分享经验的机会，说好香港故事，为特区做好推广工作。

感谢之言

公署一直秉持独立、客观、公正的原则，致力确保特区的公共行政公平和有效率。我感谢公署全体人员及各位专家顾问在过去全力支持公署的工作。公署即将踏入第35年，我将带领公署全体人员谨守岗位，以无比干劲和热诚服务市民，把好关，定目标，求结果，为特区的美好将来继续奋斗。

陈积志
申诉专员
2024年6月19日

We have been building our professional capacity through enhancing technological infrastructure, staff development and knowledge management. We have been analysing the training needs of our staff and devising staff development plans accordingly for capacity building. The pandemic has speeded up our use of information technology and enabled us to maintain our service to the public even at the peak of the fifth wave. We are now working on further digitalisation of operations and building a more sophisticated knowledge base to meet future needs.

We have reinforced our international footprints by joining international conferences and meetings of ombudsman institutes. Staff members of the Office shared Hong Kong's experience in international conferences held in Melbourne, Kazan and Yogyakarta last year. Also, our Office was re-elected as Secretary of the Asian Ombudsman Association at its last General Assembly. We will no doubt continue to stay connected closely with international partners and cherish every opportunity for fruitful exchange, to tell good Hong Kong stories and promote the Special Administrative Region.

A Word of Appreciation

The Office has remained steadfast as an independent, objective and impartial organisation committed to ensuring that the Special Administrative Region is served by a fair and efficient public administration. I would like to thank my staff and my Advisers for their tremendous support rendered in the past. On the doorstep of the 35th anniversary, I will lead the Office to serve the public with vigour and dedication. We shall set targets and strive for results, and perform our gatekeeping role conscientiously for the continuous betterment of the community.

Jack Chan
The Ombudsman
19 June 2024

职能及权力
Functions and Powers

公署的角色

申诉专员公署根据香港特别行政区法例第397章《申诉专员条例》（「《条例》」）成立，是专责监察香港特区的公共行政的独立法定机构，角色包括：

Who we are

Established under The Ombudsman Ordinance ("the Ordinance"), Cap. 397 of the Laws of the Hong Kong Special Administrative Region, we serve as the community's independent watchdog of public administration. We:

调查有关行政失当[1]的投诉
investigate complaints of maladministration[1]

辨识行政体制上的不足之处
identify administrative deficiencies

建议补救和改善措施，解决市民的不满，并改善公共行政
recommend remedial measures to redress grievances and improve public administration

公署的职能

调查投诉事宜

调查由申诉人提出，有关行政失当（包括违反《公开资料守则》（「《守则》」））的投诉。

主动调查行动

就可能引致不公的行政失当问题，进行主动调查行动。

调查对象限于《条例》附表1第1部及第2部所列的政府部门及公营机构。

（所列机构，参见**附录1**）

What we do

Investigate COMPLAINTS

from aggrieved persons about maladministration (including non-compliance with the Code on Access to Information ("the Code"))

Carry out DIRECT INVESTIGATION OPERATIONS

where injustice may have been caused by maladministration

by Government departments and public organisations listed in Part 1 and Part 2 of Schedule 1 to the Ordinance.

(See **Appendix 1** for full list)

注1. 行政失当在《条例》第2条中已有定义，指机构行政欠效率、拙劣或不妥善，包括不合理的行为；滥用权力或权能；不合理、不公平、欺压、歧视或不当地偏颇的程序及拖延；无礼及不为他人着想的行动。

Note 1. Maladministration is defined in section 2 of the Ordinance. It means inefficient, bad or improper administration including unreasonable conduct; abuse of power or authority; unreasonable, unjust, oppressive or improperly discriminatory procedures and delay; discourtesy and lack of consideration for a person.

不受公署调查的事宜

- 投诉所涉机构不在《条例》附表1之列
- 投诉所涉机构列于《条例》附表1第2部但投诉事项与《守则》无关
- 与以下行动有关的投诉
  - 保安、防卫或国际关系
  - 行政长官亲自作出的行动
  - 行政长官行使权力赦免罪犯
  - 政府颁授勋衔、奖赏或特权
  - 法律程序或检控决定
  - 合约或商业交易
  - 人事方面的事宜
  - 有关施加或更改土地权益条款的决定
  - 与《香港公司收购、合并及股份回购守则》有关的行动
  - 香港辅助警察队、香港警务处或廉政公署就防止及调查任何罪行而采取的行动

What we cannot investigate

- complaints against organisations not listed in Schedule 1 to the Ordinance
- complaints against organisations listed in Part 2 of Schedule 1 to the Ordinance about matters unrelated to the Code
- complaints relating to
  - security, defence or international relations
  - actions by the Chief Executive personally
  - exercise of power by the Chief Executive to pardon criminals
  - grant of honours, awards or privileges by Government
  - legal proceedings or prosecution decisions
  - contractual or other commercial transactions
  - personnel matters
  - imposition or variation of conditions of land grant
  - actions in relation to the Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
  - Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption

公署不得展开或继续调查的投诉个案

- 投诉人对投诉事项已实际知悉超过24个月
- 投诉由匿名者提出
- 投诉人无从识别或下落不明
- 投诉并非由感到受屈的人士或适当代表提出
- 投诉人及投诉事项与香港并无任何关系
- 投诉人有权利根据法律程序提出上诉或寻求补救办法
- 以前曾调查性质相近的投诉，而结果显示并无行政失当之处
- 投诉关乎微不足道的事
- 投诉事属琐屑无聊、无理取闹或非真诚作出
- 因其他理由而无须调查（例如：缺乏表面证据、所涉机构正采取行动，或投诉人只是表达意见）

We shall not undertake or continue an investigation into a complaint if

- the complainant has had actual knowledge of the subject of complaint for more than 24 months
- the complaint is made anonymously
- the complainant cannot be identified or traced
- the complaint is not made by the person aggrieved or suitable representative
- subject of complaint and complainant have no connection with Hong Kong
- statutory right of appeal or remedy by way of legal proceedings is available to the complainant
- investigation of similar complaints before revealed no maladministration
- subject matter of the complaint is trivial
- the complaint is frivolous or vexatious or is not made in good faith
- investigation is for any other reason unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

公署获赋予的权力

- 断定投诉是否妥当地提出
- 进行初步查讯以断定是否展开调查
- 若符合公众利益，展开或继续调查已撤回的投诉
- 若双方同意，以调解方式处理不涉及行政失当或只涉及轻微行政失当的投诉
- 向专员认为适当的人获取资料、文件或物件并作出查询
- 传召任何人以获取调查有关的证据，并可为此而监誓
- 进入及视察任何机构所占用、管理或控制的任何处所
- 对投诉下结论，并提出建议
- 向所涉机构的首长作出调查报告；如适宜，亦可向行政长官作出报告

The powers we have

- determine whether a complaint is duly made
- conduct preliminary inquiries for the purposes of determining whether to undertake an investigation
- undertake or continue investigation notwithstanding withdrawal of complaint if it is in the public interest to do so
- dealing with complaints by mediation if the subject matter involves no or minor maladministration, subject to mutual agreement by the parties concerned
- obtain information, document or things from such persons and make such enquiries as the Ombudsman thinks fit
- summon any person to obtain evidence related to investigation, and may administer an oath for this purpose
- enter and inspect any premises occupied, managed or controlled by any organisation
- decide on complaints and make recommendations
- report the results of investigations to the head of organisation concerned, or if appropriate to the Chief Executive

保密规定

- 专员及其属下所有人员，以至于公署的顾问，均须遵守保密条文，不得披露任何有关投诉及调查的资料。
- 专员可基于公众利益，在不披露所涉人士身份的情况下就任何调查发表报告。

How we maintain secrecy

- The Ombudsman and all his staff and advisers are bound by the Ordinance to maintain secrecy for all matters of any complaint and investigation
- The Ombudsman may in the public interest publish a report on any of his investigations without disclosing the names of the persons involved

罪行

任何人

- 无合法辩解而妨碍、阻挠或抗拒专员根据《条例》行使权力；
- 无合法辩解而不遵从专员根据《条例》作出的合法要求；或
- 于专员根据《条例》行使权力时，向其作出明知为虚假或不信为真的陈述，或以其他方式明知而误导专员，

即属犯罪，可处罚款及监禁。

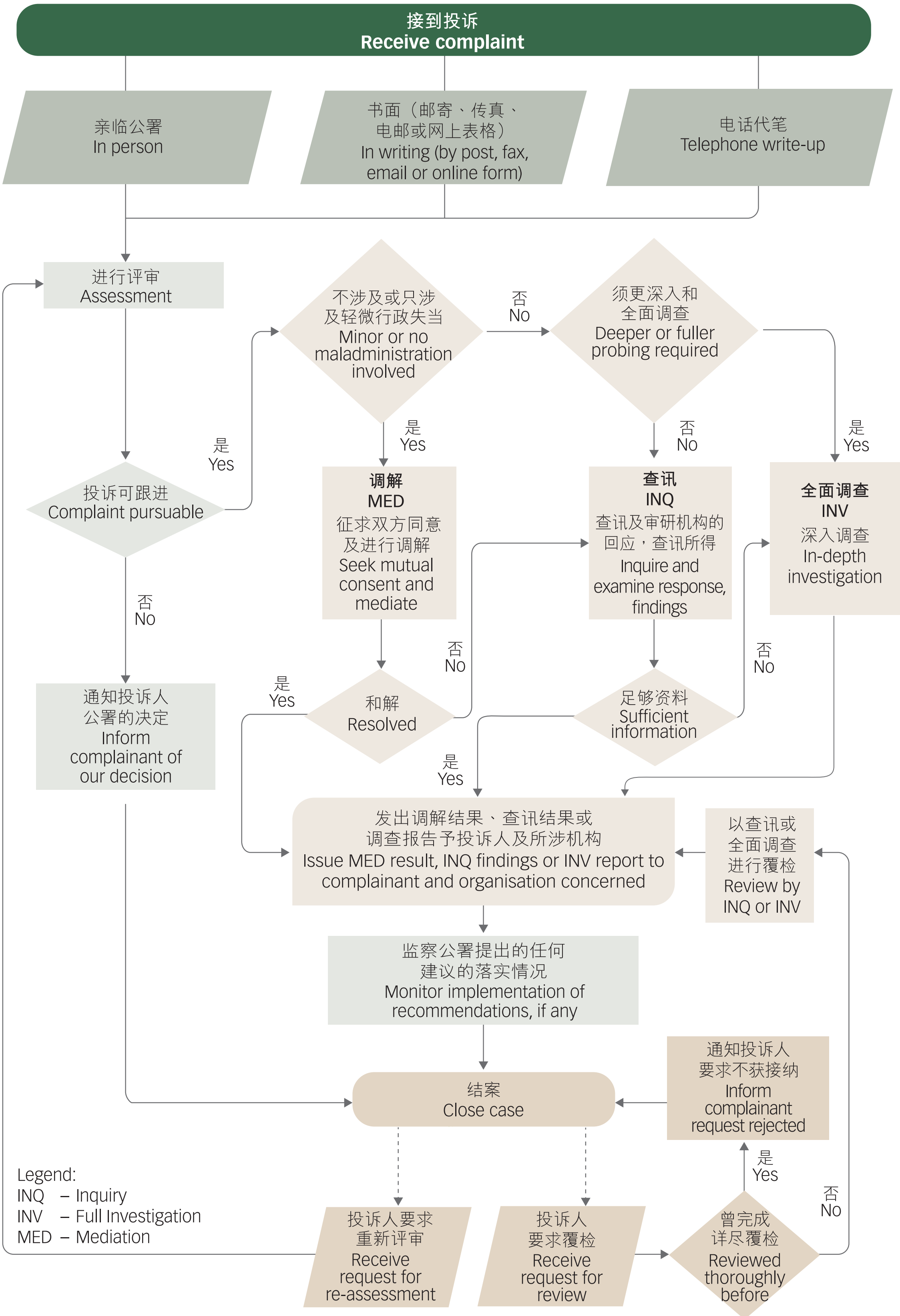
Offences

Any person who

- without lawful excuse, obstructs, hinders or resists the Ombudsman in the exercise of his powers under the Ordinance;
- without lawful excuse, fails to comply with any lawful requirement of the Ombudsman under the Ordinance; or
- makes a statement which he knows to be false or does not believe to be true, or otherwise knowingly misleads the Ombudsman in the exercise of his powers under the Ordinance,

commits an offence and is liable to a fine and imprisonment

处理投诉流程图
Flow Chart on Handling of a Complaint



主动调查行动
Direct Investigation Operations

申诉专员有权就可能引致不公的行政失当问题，主动展开调查行动。触发我们展开主动调查行动的，均是一些广受社会关注或牵涉重大的公众利益的课题，当中怀疑存在系统性的流弊，必须改善。

The Ombudsman may, of his own volition, initiate direct investigation ("DI") operations where injustice may have been caused by maladministration. Our DI operations may be prompted by topical issues of community concern or significant public interest indicative of suspected systemic problems which need to be rectified.

展开主动调查行动

Launching Direct Investigation Operations

在决定是否对某课题展开主动调查行动前，公署通常会进行初步查讯。若查讯结果显示有需要作进一步研究，我们会展开主动调查行动。视乎情况，我们可无须先进行初步查讯，便直接展开主动调查行动。

Before deciding whether or not to launch DI operations into an issue, we usually conduct a preliminary inquiry. If the inquiry points to the need for further study, we will commence DI operations. Where the circumstances warrant, we may launch DI operations without conducting a preliminary inquiry.

一般而言，如决定就某课题展开主动调查行动，我们会作公布并征询公众意见。进行主动调查时，公署会按照一贯做法向相关机构索取资料，亦会视乎主动调查行动课题的性质，决定是否邀请相关界别的人士及业内专家提供意见。

In general, we will publicly announce our commencement of DI operations and invite members of the public to provide information and views on the topics under investigation. Apart from seeking information from the organisations concerned like we normally do for complaint investigation, we may, depending on the nature of the subject under study, invite views from relevant sectors and experts.

在展开主动调查行动时及总结有关调查前，公署通常会与所涉机构的高层人员认真讨论我们的观察所得及意见。这类交流有助澄清疑问及更深入地探讨相关问题。

We often seriously discuss our observations and views with senior officers of the organisations under investigation, at the outset as well as before conclusion. Such exchanges are useful in clarifying points of doubt and furthering insight into the issues.

发表调查报告

Publication of Reports

申诉专员如认为将主动调查行动报告公布是符合公众利益的，可在新闻发布会或透过新闻公报发表调查报告，并上载到公署网站。

If the Ombudsman considers it to be in the public interest to publish a DI report, he may announce the findings at media conferences or through press releases, and upload the report to our website.

公署的主动调查行动并非每次都以有关机构有严重行政失当为结论，而部分事涉机构在公署进行调查期间可能已经采取了适当的补救或改善措施。不过，我们相信市民大众仍然希望知道公署已完成的工作和调查所得。故此，公署会以不同形式发表所有主动调查行动报告。

Naturally, our DI operations may not all come to a conclusion that there is serious maladministration on the part of the organisations concerned, and some organisations may have taken remedial or improvement measures in the course of our investigation. Nevertheless, the public would still wish to know what we have done and what we have found. Hence, all our DI reports are published in one way or another.

本年度，公署完成了十项主动调查行动，当中八项的调查结果已于新闻发布会上公布，其余两项则透过新闻公报发表，而所有主动调查行动报告均已上载公署网页。在年度内完成的主动调查行动一览见以下图表，报告摘要则载于**附录4**。

During the year we completed ten DI operations, with eight reports publicly announced at press conferences and the rest through press releases. The reports of all DI operations were uploaded to our website. A full list of DI operations completed during the year is in the table below, and the case synopses are in **Appendix 4**.

在2023/24年度，
In 2023/24,

公署完成了
We completed

10

项主动调查行动
DIRECT INVESTIGATION OPERATIONS

公署提出了
We made

106

项建议
RECOMMENDATIONS

DI/456	有关路旁残疾人士专用泊车位的措施及使用情况	Measures and Usage of On-street Parking Spaces Designated for People with Disabilities
DI/457	长者社区照顾服务券试验计划	Pilot Scheme on Community Care Service Voucher for the Elderly
DI/458	教育局对智障儿童学校宿舍部的监管	Education Bureau's Monitoring of Boarding Sections of Schools for Children with Intellectual Disabilities
DI/459	政府对新界豁免管制屋宇欠妥排污设施的执管	Government's Enforcement against Defective Sewage Works of New Territories Exempted Houses
DI/461	1823处理投诉及查询的成效	Effectiveness of 1823 in Handling Complaints and Enquiries
DI/462	有关房屋署「长者住屋」及「改建一人单位」的安排	Housing Department's Arrangements for Housing for Senior Citizens and Converted One-person Units
DI/463	有关政府土地上树木投诉的处理	Handling of Complaints Involving Trees on Government Land
DI/465	康乐及文化事务署辖下户外游乐和康体设施的保养与维修	Repairs and Maintenance of Outdoor Recreational and Sports Facilities under Leisure and Cultural Services Department
DI/466	食物环境卫生署对持牌泳池的监管	Regulation of Licensed Swimming Pools by Food and Environmental Hygiene Department
DI/467	食物环境卫生署对以售卖机出售热存／冷存食物及非预先包装饮品的规管	Food and Environmental Hygiene Department's Regulation over Sale of Food in Hot/Cold Holding and Non-prepackaged Beverages by Means of Vending Machine

投诉
Complaints

整体投诉及查询

2023/24年度是自2019冠状病毒病疫情后，公共服务恢复正常的首个完整年度。本年度，我们共收到4,351宗投诉，是较低的水平。与疫情有关的投诉按年由766宗锐减至33宗。

Overall Complaints and Enquiries

The year 2023/24 signified the first full year where public services returned to normalcy since the COVID-19 pandemic. This year, we received 4,351 cases of complaints, which is relatively low. Pandemic-related complaints plummeted from 766 to 33 year on year.

接到的投诉 Total Complaints Received	**4,351**
• 一般投诉 Normal Complaints	4,205
• 同类主题投诉 Topical Complaints	146
已完成的投诉 Total Complaints Completed	**4,397**
• 一般投诉 Normal Complaints	4,246
• 同类主题投诉 Topical Complaints	151
接到的查询 Total Enquiries Received	**8,599**

连同由上年度转入的628宗投诉个案，公署在本年度须处理共4,979宗投诉，并完成了当中的4,397宗，582宗将会在下年度完成。

Together with 628 cases brought forward from last year, we had a total of 4,979 complaint cases for processing this year and we completed 4,397 of them; 582 cases were carried forward for completion next year.

已完成处理的投诉

我们在本年度完成处理4,397宗投诉个案，占整年需处理总数的88.3%。

在已完成处理的投诉当中，有2,053宗是已跟进并结案，其余2,344宗个案经评审后结案。

已跟进并结案的个案的处理方式如下：

Complaints Completed

We completed processing 4,397 cases, i.e., 88.3% of all for processing this year.

Among the complaints processed, 2,053 were pursued and concluded and 2,344 were closed after assessment.

The distribution of cases pursued and concluded by mode of handling was as follows:

查讯 By Inquiry	**1,771 (86%)**
全面调查 By Full Investigation	**95 (4.6%)**
调解 By Mediation	**187 (9.1%)**
已跟进并结案的投诉个案总计 Complaints Pursued and Concluded in Total	**2,053 (100%)**

其余的个案（2,344宗）经评审后结案，当中包括投诉缺乏充分理据（1,470宗，或62.7%），或超出公署职权范围或《条例》（874宗，或37.1%）。

详细个案数字请参阅**附录3**。

按机构排列的投诉个案数字，载于**附录5**。

The rest of complaints handled (2,344) were closed after assessment due to insufficient grounds to pursue the complaint (1,470 or 62.7%) or outside our statutory purview (874 or 37.1%).

Detailed caseload statistics are given in **Appendix 3**.

A detailed breakdown of cases by organisations is in **Appendix 5**.

投诉方式 Mode of Lodging Complaints

电子方式提出的投诉 Through Electronic Means	邮寄 By Post	亲临公署 In Person	电话 By Phone	传真 By Fax
77.2%	10.6%	9.1%	1.9%	1.1%

年内，38.0%的投诉是经由公署网站提出。自公署优化网站的网上投诉表格，循该渠道提出的投诉持续上升。

This year, 38.0% of complaints were lodged through our website. With the enhancements to the online complaint form on our website, more complaints had been lodged through this channel.

投诉的主要原因 Major Causes of Complaints

根据投诉人所提出的指称作统计，市民作出投诉的五大原因如下：

Based on the allegations made by complainants, the top five causes of complaints were:

出错、意见或决定错误 Error, wrong advice or decision	监管不力 Ineffective control	延误或没有采取行动 Delay or inaction	没有回应投诉 Lack of response	职员态度 Staff attitude
43.0%	14.7%	12.7%	10.3%	4.7%

一般投诉及同类主题投诉 Normal Complaints and Topical Complaints

公署接到的4,351宗投诉之中：

Among the 4,351 complaints we received:

一般投诉个案 Normal complaints	4,205
同类主题投诉从属个案 Secondary cases of topical nature	146

在由上年度转入和年度内接到的一般投诉个案中，我们完成处理的一般个案共4,246宗。其中，有2,045宗（占48.2%）已跟进并结案，其余2,201宗（占51.8%）则由于投诉缺乏充分理据，或超出公署职权范围或《条例》，经评审后已结案。

Among the normal complaints received and with complaints carried over from last year, we had completed 4,246 normal cases. Of them, 2,045 (48.2%) were pursued and concluded and 2,201 (51.8%) were assessed and closed by reason of insufficient grounds, or outside our statutory purview.

本年度公署接到的同类主题投诉，主要如下：

- 就某虚拟资产交易平台处理不公（88宗）
- 没有回应某发展项目的反对意见（28宗）

Key groups of topical complaints received by the Office this year include:

- Unfair treatment to a virtual asset trading platform (88 cases)
- Lack of reply to objection to a development project (28 cases)

查讯及全面调查

查讯

《条例》订明，申诉专员如认为适当，可先进行「初步查讯」，以决定应否就投诉展开全面调查。考虑到投诉人的利益，我们以这种较快捷的初步查讯方式处理一般性质的投诉个案，而不一定进行需时较长的全面调查。我们把这种处理方式归纳为「查讯」。

在1,771宗以查讯方式结案的个案中，我们在335宗（占18.9%）中发现事涉机构有不足之处。有关以查讯方式结案的投诉个案的详细统计数字，载于**附录6**。

全面调查

投诉个案如较为复杂、涉及原则性问题、严重行政失当、极不公平的情况、行政体制上的流弊或程序上的缺失，或公署认为有必要对个案作更深入和全面的调查，我们会展开全面调查。

Inquiry and Full Investigation

Inquiry

The Ordinance provides that for the purposes of determining whether to undertake a full investigation, the Ombudsman may conduct such "preliminary inquiries" as he considers appropriate. In the interest of complainants, we often use this procedure to resolve complaint cases of a general nature more quickly, without unnecessarily resorting to the more time-consuming action of full investigation. For simplicity, we call this "inquiry".

Among the 1,771 inquiry cases concluded, inadequacies were found in 335 (18.9%). Detailed statistics of complaints concluded by inquiry are given in **Appendix 6**.

Full Investigation

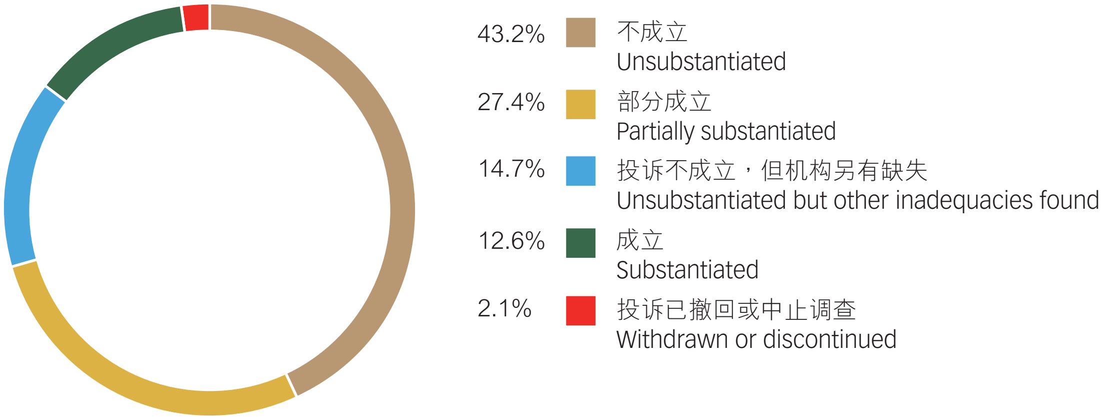
For complex cases which appear to involve issues of principle, serious maladministration, gross injustice, systemic flaws or procedural deficiencies, or simply require deeper and fuller probing, we will conduct full investigation.

投訴
Complaints

在本报告年度，申诉专员以全面调查方式结案的投诉个案共有95宗，结果如下：

In the year, we conducted 95 full investigations. Results are as follows:

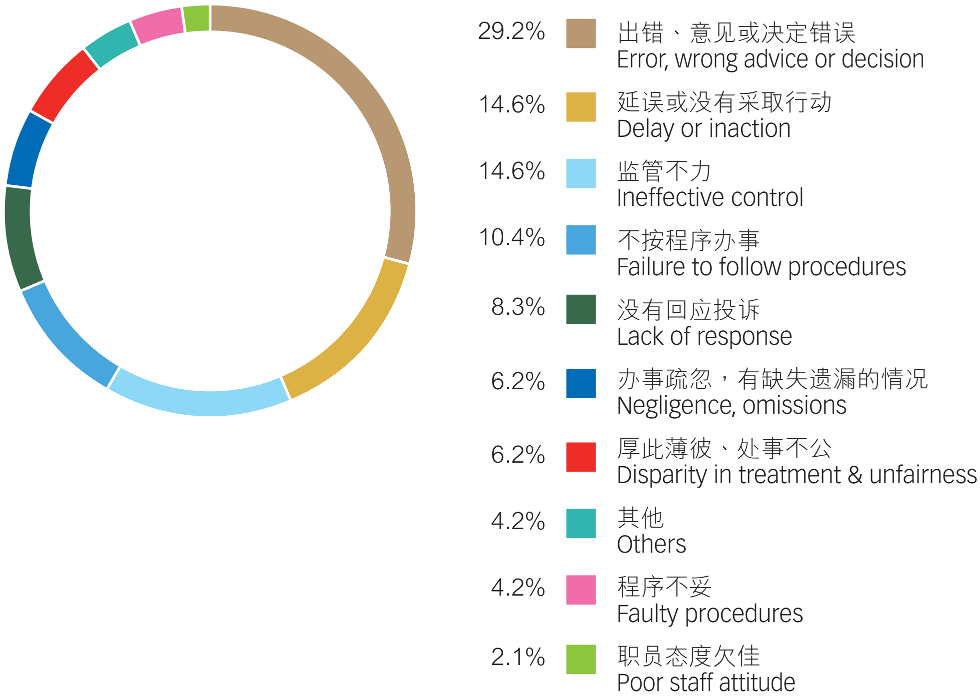
经全面调查结案的投诉个案结果
Results of Complaints Concluded by Full Investigation



上图显示，经全面调查结案的投诉个案中，占54.7%的结论是「成立」、「部分成立」或「投诉不成立，但机构另有缺失」。

As shown above, 54.7% of the complaints concluded by full investigation were substantiated, partially substantiated or unsubstantiated but with other inadequacies found.

经全面调查后确定的行政失当类别
Forms of Maladministration Substantiated by Full Investigation



公署在完成全面调查后，提出了共80项建议。截至2024年3月31日，有67项建议已获所涉部门或机构接纳并同意落实，其余13项则尚在考虑中。

We made 80 recommendations upon completing the full investigations with 67 accepted by the concerned departments or organisations for implementation and 13 under consideration as at 31 March 2024.

经全面调查后结案的个案索引载于**附录7**。

An index of cases concluded by full investigation is in **Appendix 7**.

经全面调查后结案的个案撮要选录载于**附录8**。

Summaries of selected cases concluded by full investigation is in **Appendix 8**.

重新评审个案及覆检个案

Re-assessment and Review of Cases

在年度内，公署重新评审了257宗个案，其后就当中150宗个案重新展开查讯。此外，我们覆检了102宗个案，就其中101宗个案维持原来的决定。

During the year we re-assessed 257 cases, with 150 cases subsequently re-opened. Moreover, we reviewed 102 cases. Conclusions were upheld for all these cases except one.

2023/24年度履行服务承诺的统计数字

在本年度，我们在处理查询、投诉、重新评审和覆检方面的所有服务指标均已完全达到。

Achievement of Performance Pledges 2023/24

All targets of our service standards in handling enquiries, complaints, re-assessment and review of complaints were fully met.

投诉 **Complaints**	服务标准 **Service Standard**	承诺指标 **Target**	达标率 **Achievement**
认收投诉个案 Acknowledge receipt of a complaint	5个工作天内 Within 5 working days	99%	100%（超标） (exceed target)
超出公署职权范围，经初步评审后结案的投诉个案 Close a complaint case which is outside our statutory purview after initial assessment	10个工作天内 Within 10 working days 15个工作天内 Within 15 working days	90% 99%	99.7%（超标） (exceed target) 100%（超标） (exceed target)
完成投诉个案 Conclude a complaint case	3个月内 Within 3 months 6个月内 Within 6 months	80% 99%	86.5%（超标） (exceed target) 99.1%（达标） (meet target)

查询 **Enquiries**	服务标准 **Service Standard**	承诺指标 **Target**	达标率 **Achievement**
答复书面查询 Reply to a written enquiry	5个工作天内 Within 5 working days 10个工作天内 Within 10 working days	95% 99%	100%（超标） (exceed target) 100%（超标） (exceed target)

重新评审和覆检投诉 **Re-assessment and review of complaints**	服务标准 **Service Standard**	承诺指标 **Target**	达标率 **Achievement**
完成重新评审个案 Complete re-assessment of a complaint case	1个月内 Within 1 month 2个月内 Within 2 months	95% 99%	100%（超标） (exceed target) 100%（超标） (exceed target)
完成覆检投诉个案 Complete review of a complaint case	3个月内 Within 3 months 6个月内 Within 6 months	70% 90%	78.8%（超标） (exceed target) 97.1%（超标） (exceed target)



司法复核及诉讼

投诉人如不满意公署的决定，除了可要求公署覆检其个案外，亦可入禀法院提出司法覆核。在年度内，法院经聆讯后就三宗涉及申诉专员的诉讼颁布判案书。所有司法覆核案件均裁决公署胜诉。

Judicial Review and Litigation

A complainant not satisfied with this Office's conclusion may, apart from requesting a review by this Office, seek a judicial review by the court. During the year, three litigation cases against The Ombudsman were heard by the court with judgments handed down. All judicial review cases have been ruled in this Office's favour.

诉讼案件概述 **Brief description of the litigation case**	判决 **Judgement by the court**
投诉人不满申诉专员以《条例》第8条及附表2为依据不受理其投诉的决定，申请司法覆核许可。 A complainant applied for leave to apply for judicial review against The Ombudsman's decision on not taking up his complaint on the basis of section 8 and Schedule 2 of the Ordinance.	• 原讼法庭于2022年11月拒绝其申请。 • 申请人就该项决定申请上诉许可，上诉法庭于2023年11月驳回其申请，并颁令申诉专员获得讼费。 • 申请人就上诉法庭的决定申请上诉许可，案件仍在进行中。 • The application was refused by the Court of First Instance in November 2022. • In November 2023, the Court of Appeal dismissed the Applicant's application for leave to appeal against the Court's decision with costs awarded to The Ombudsman. • Applicant's application for leave to appeal against the decision of the Court of Appeal is in progress.
投诉人就申诉专员处理其投诉时向非其投诉对象的机构查询，申请司法覆核许可。 A complainant applied for leave to apply for judicial review against The Ombudsman's handling of his complaint by making an enquiry with an entity which was not subject to his complaint.	• 原讼法庭于2022年12月拒绝其申请。 • 申请人就该项决定申请上诉许可。上诉法庭于2023年8月驳回其援引新证据的申请，并颁令申诉专员获得讼费。 • 申诉专员接纳申请人撤销法律程序的要求，并于2024年2月获法庭批准。 • The application was refused by the Court of First Instance in December 2022. • Applicant applied for leave to appeal against the Court's decision. His application to adduce new evidence was dismissed by the Court of Appeal in August 2023 with costs awarded to The Ombudsman. • The Ombudsman accepted the Applicant's request to dismiss the proceedings and approval from the Court was obtained in February 2024.
投诉人就申诉专员不受理其投诉提出民事申索。 A complainant made a civil claim against The Ombudsman for not taking up his complaint.	• 于2023年11月，原讼法庭基于该项申索属琐屑无聊、无理缠扰和滥用法律程序为由，剔除其申索，并颁令申诉专员获得讼费。 • 原讼人就该项决定申请上诉许可，案件仍在进行中。 • The claim was struck out by the Court of First Instance in November 2023 on the grounds of being frivolous, vexatious and abuse of process with costs awarded to The Ombudsman. • Plaintiff's application for leave to appeal against the Court's decision is in progress.

调解
Mediation

何谓调解

调解是有效的排解纠纷方法，可以快捷及平和地解决不涉及或只涉及轻微行政失当的投诉个案。

What is Mediation?

Mediation is an efficient and amiable means of dispute resolution which can resolve complaints involving minor or no maladministration.

调解的好处
Advantages of Mediation

快捷 Efficient	非对立 Non-adversarial	解决争议为本 Solution-focused	达致双赢 Win-win

调解程序
Procedures of Mediation

1. 物色适合以调解方式处理的个案
   Identify suitable cases for mediation
2. 先征求投诉人和被投诉机构自愿参与的同意
   Seek prior consent from both the complainant and the organisation under complaint for voluntary participation
3. 以面谈、电话或线上形式进行调解
   Conduct mediation in person, through telephone or online
4. 讨论问题并寻求可行的解决方案
   Discuss problems and explore possible options for resolution

达成双方均接受的和解协议
Reach a mutually acceptable settlement agreement

或
OR

调解若不成功，另派个案主任重新审研投诉内容
Assign another case officer to take over the complaint and examine it afresh in case of unsuccessful mediation

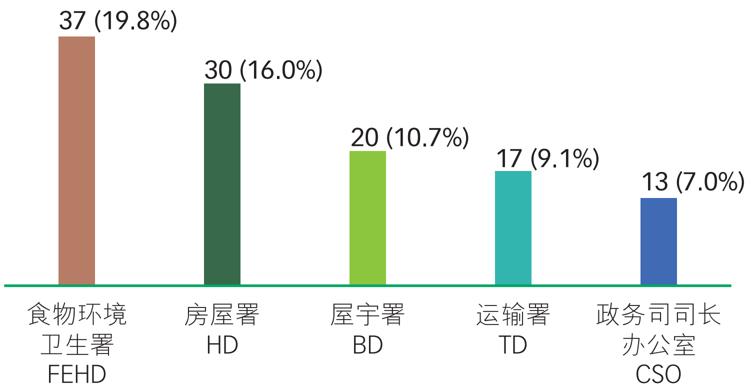
公署的工作表现

在本年度，公署的调解工作再次取得令人鼓舞的成绩，成功调解了187宗投诉。

Our Performance

This year marked another fruitful chapter in our mediation endeavours, in which we resolved 187 complaints by mediation.

最多成功调解个案的五间机构（2023/24年度）
Top Five Organisations with Complaints Resolved by Mediation (2023/24)

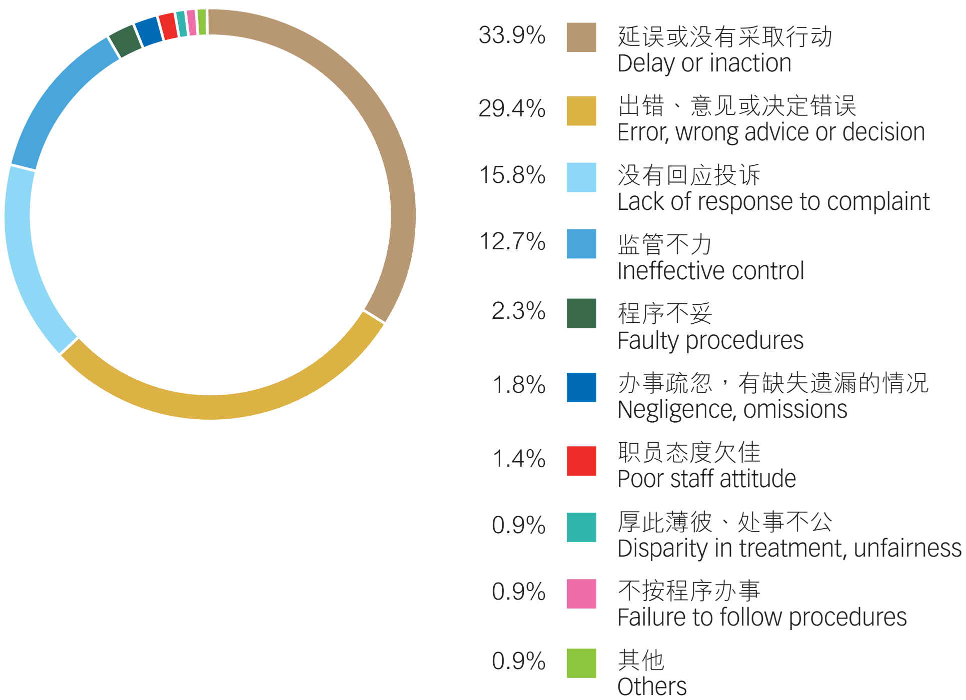


部门及机构英文全称载于**附录1**。
Full names of departments and organisations are in **Appendix 1**.

调解有助迅速并圆满地解决投诉。在2023/24年度，以调解方式结案的投诉个案平均仅需时13.5天。

By conducting mediation, complaints could be resolved amicably within a short period of time. In 2023/24, the average time taken to resolve a complaint by way of mediation was 13.5 days.

成功调解个案的性质（2023/24年度）
Nature of Complaints Resolved by Mediation (2023/24)



用者的正面回馈

调解成功后，公署会以问卷调查方式邀请投诉人及参与机构分享对公署调解服务的意见。在本年度，逾92%交回问卷的投诉人及参与机构表示满意公署的调解服务及逾94%表示满意公署调解员的表现。部分评语摘录如下：

Positive Feedback from Users

Upon successful conclusion of mediation, we invited the complainants and participating organisations to share their feedback with us through our questionnaire survey. Over 92% of the respondent complainants and participating organisations were satisfied with our mediation service and over 94% were satisfied with the performance of our mediators. Some of the comments we received are as follows:

「调解安排令困扰本人多月的事件得以完满解决，万分感谢！上述服务既专业及有效率，当然值得赞赏及继续推行！」

"Your services will definitely alleviate grievances of complainants created by red tape and rigid routine deficiencies."

「十分感谢贵署能迅速有效率地为本人作出协调，为市民争取合理的社会福利。」

"Extremely helpful & polite, and most of all professional, save a lot of efforts for us."

「贵署的调解非常迅速有效，我们十分欢迎及支持贵署以调解方式转介更多个案予部门处理，以助迅速有效地解决投诉人面对的问题。」

"It is my great pleasure to appreciate your staff's invaluable service. Her efficient service in handling my case has made a successful settlement."

「感谢您在调解过程中的专业知识和丰富经验，您耐心和细心地听取我们双方的陈述后准确地掌握问题核心，为了避免进一步的冲突，并提出了合理的解决方案，您出色的表现让我深感敬佩和感激。」

"We deeply appreciate the open lines of communication and regular updates provided by your office. We are truly grateful for the effort taken by your team to help us resolve the complaint."

「以调解形式处理有关投诉，为快捷及有效的方式解决有关投诉。十分支持采用调解方式解决投诉人不满意的问题。贵公署调解员的专业知识和技能、中立性和公正性、沟通和谈判技巧、解决冲突的能力以及调解过程的管理都对个案调解的结果产生重要及正面的影响，感谢是次调解员的专业协助，最终促进和谐的解决方案。经贵公署透过调解后，使个案得以迅速解决，缔造了省时及有效率的双赢效果。」

「贵署是本人这辈子体验过最好的政府机构，希望贵署能大力宣传，使香港市民都能知道有这么好的为市民服务的机构，让市民心中希望之光永存。」

「调解方式提供了一种快速、成本效益等等好处的方案。十分支持采用调解方式解决投诉人的问题。调解员在调解过程中有重要的影响，感谢是次调解员的专业协助，让此个案可顺利调解成功。」

调解奖

公署自2018年起在申诉专员嘉许奖计划下增设调解奖，以表扬致力参与调解及表现卓越的机构。

Award on Mediation

To acknowledge the participating organisations' commitment to and excellence in mediation, we have introduced an Award on Mediation in The Ombudsman's Award since 2018.

2018 – 房屋署 Housing Department

积极回应公署提出以调解方式处理个案的建议。

For proactive attitude towards our invitation to mediation.

2019 – 食物环境卫生署 Food and Environmental Hygiene Department

采取务实态度，与投诉人探讨解决问题的双赢方案。

For adopting a pragmatic approach in exploring win-win solutions by jointly resolving problems with the complainants.

2020 – 在职家庭及学生资助事务处 Working Family and Student Financial Assistance Agency

迅速回应投诉人关注的事项，亦提出务实及具建设性的方案以解决投诉。

For swiftly responding to the complainants' concerns and providing pragmatic and constructive suggestions for complaint resolution.

2021 – 屋宇署 Buildings Department

以清晰浅白的用语向投诉人解释其执法政策、程序，以至实地视察技术的细节，从而消除误会及争议，找出解决方法。

For explaining to complainants in clear and plain terms its enforcement policies, procedures and even technicalities in respect of in-situ inspection techniques to eliminate misunderstandings and hence shift from disputes to solutions.

2022 – 康乐及文化事务署 Leisure and Cultural Services Department

态度积极，迅速回应投诉人对前线运作和服务的疑问和查询，并且乐意探讨投诉人建议的方案。

For promptly and proactively responding to the complainants' enquiries and queries relating to frontline operations and services and for willingness to explore suggestions raised by the complainants.

2023 – 政务司司长办公室 Chief Secretary for Administration's Office

迅速回应投诉人在疫情期间就申请各项政府资助计划的进度查询，并提供电话专线方便他们随时了解最新情况。

For swiftly informing the complainants of the progress of their applications for Government subsidies provided during the pandemic and providing a dedicated hotline for checking the progress of the case at any time.

公开资料
Access to Information

公署的职能包括就违反《公开资料守则》(「《守则》」)的投诉展开调查。

One of our functions is to investigate complaints on non-compliance with the Code on Access to Information ("the Code").

公开透明的政府

《守则》是政府采用的一套行政指引，规定其适用的政府部门和公营机构须惯常地或因应要求提供管有的资料，除非有《守则》载列可拒绝披露资料的理由。

Transparent Government

The Code is a set of administrative guidelines adopted by the Government. Government departments and public bodies to which the Code applies are required to provide information they hold routinely or on request, unless there are specific reasons under the Code to withhold it.

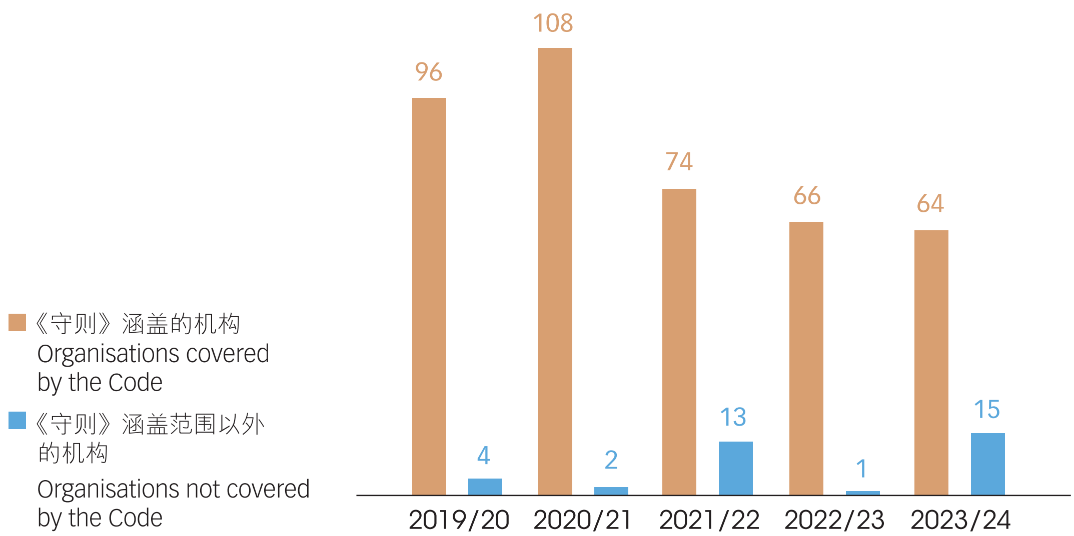
涉及公开资料的投诉

政府的统计数字显示，被拒的索取资料要求维持在较低水平。事实上，要求被拒而向公署投诉的个案只占少数。在本年度，公署接到涉及公开资料的投诉个案只有79宗。在已结案的72宗涉及公开资料的个案中，公署发现当中只有23宗(32%)有不足之处。

Complaints on Access to Information

Government statistics show that refused information requests have been staying at relatively low levels. In fact, only a small portion of refused requests have ended up as complaints to our Office. During the year, we received only 79 complaints about cases related to access to information ("ATI"). Among the 72 ATI complaints concluded, inadequacies were found in only 23 cases (32%).

过去五年涉及公开资料的投诉数目
Number of ATI Complaints in the Past Five Years



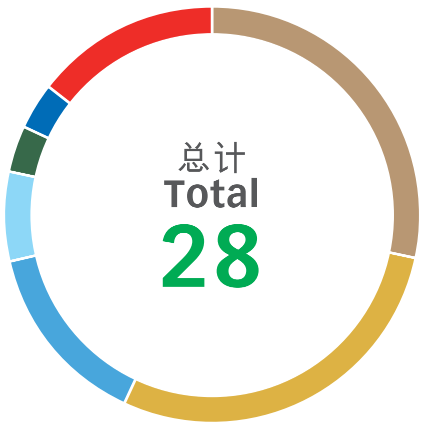
涉及公开资料的投诉（2023年4月1日至2024年3月31日期间的统计数据）
ATI Complaints (Statistics between 1 April 2023 and 31 March 2024)

	《守则》涵盖的机构 **Organisations covered by the Code**	《守则》涵盖范围以外的机构 **Organisations not covered by the Code**
接到的投诉 Complaints received	64	15
已结案的个案* Complaints concluded*	66	6

* 包括由上年度转入的个案

* Including those carried forward from last year

涉及公开资料的投诉中发现的不足之处数目
Number of Inadequacies Found in ATI Complaints



8 (28.6%) 超逾目标回复时间或没有回复
Failure to meet target response time or no response

8 (28.6%) 没有提供第2部的拒绝理由或所引用的拒绝理由欠具体说明
Failure to provide Part 2 reason for refusal or lack of elaboration on reason cited for refusal

4 (14.3%) 没有通知投诉人内部覆检或投诉渠道
Failure to inform complainant of channels for internal review or complaint

2 (7.0%) 对《守则》的条文诠释有误
Wrong interpretation of provision of the Code

1 (3.6%) 未能正确引用第2部的拒绝理由
Inappropriate Part 2 reason cited for refusal

1 (3.6%) 无理拒绝提供资料
Unreasonable refusal

4 (14.3%) 其他
Others

注： 一宗投诉个案可能涉及多项不足之处。

Note: A complaint case may involve more than one inadequacy.

涉及公开资料的个案调查报告选录可于公署网页浏览。

The reports of selected ATI cases are available on our website.

改善公共行政
Improving Public Administration

公署透过不偏不倚的调查找出引发投诉的原因，处理及解决因政府部门或公营机构行政失当而引起的不满和问题，以及促进良好公平的公共行政。

Through impartial investigations, we aim to find out what have triggered complaints, redress grievances and address issues arising from maladministration on the part of Government departments or public organisations and bring about better public administrative practices.

公署提出的建议主要分为以下类别：

(1) 制定更清晰指引，使运作更为一致和有效率
(2) 鼓励跨部门的协调及优化安排
(3) 改善处理市民查询或投诉的措施
(4) 改善客户服务的措施
(5) 加强规管及管制的措施
(6) 订立更清晰和合理的规则及收费
(7) 为市民提供更适时和更清晰的资料
(8) 加强员工培训
(9) 其他

Our recommendations are mainly categorised as follows:

(1) guidelines for clarity, consistency or efficiency in operation
(2) incentives to foster inter-departmental co-ordination and arrangements for enhancement
(3) measures for better public enquiry or complaint handling
(4) measures for better client services
(5) measures for more effective regulation or control
(6) clearer and more reasonable rules and charges
(7) clearer and more timely information to the public
(8) enhanced training for staff
(9) Others

为确保公署的建议能实际及有效改善公共行政，公署进行调查期间，经常会与所涉部门或机构的高层人员讨论公署的观察所得及意见。

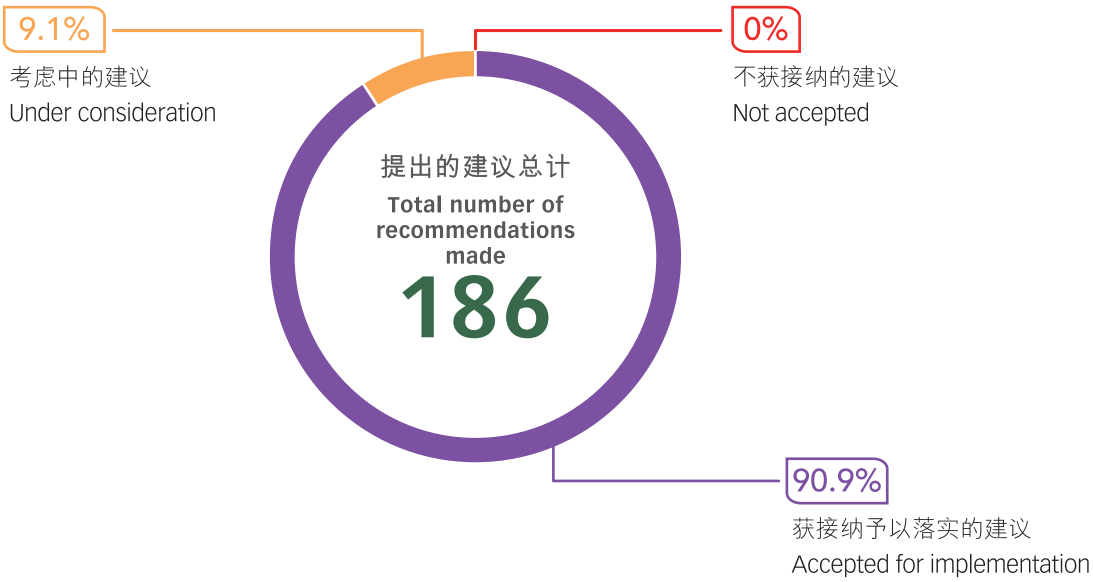
To ensure practicability and effectiveness of our recommendations in bringing about better public administration, we often discuss our observations and views with senior officers of the departments or organisations concerned in the course of investigation.

公署会要求所涉部门或机构定期提交报告，以监察公署的建议的落实进度，直至建议全部落实为止。如发现他们未有尽力落实建议，申诉专员可根据《条例》，向行政长官呈交报告。此外，专员如认为曾有严重的不当或不公平事件发生，可向行政长官提交另一份报告，并在其后一个月，或行政长官厘定的更长时间内，将报告的文本提交立法会省览。

We will monitor the progress of implementation of our recommendations by requesting periodical updates from the departments or organisations concerned until our recommendations are fully implemented. Where a department or an organisation fails to take forward a recommendation, the Ombudsman may submit a report to the Chief Executive of the Hong Kong Special Administrative Region pursuant to the Ordinance. In addition, if the Ombudsman deems that a serious irregularity or injustice has taken place, he may make a further report to the Chief Executive. Within one month or such longer period as the Chief Executive may determine, a copy of the report has to be laid before the Legislative Council.

公署在年度内已完成的调查及提出的建议的数目如下：

The figures of our concluded investigations and recommendations made for this financial year are set out below:



完成了的全面调查：
Full investigations concluded: **95**

提出的建议：
Recommendations made: **80**

完成了的主动调查行动：
Direct investigation operations concluded: **10**

提出的建议：
Recommendations made: **106**

一如以往，公署提出的建议大多获所涉部门或机构接纳。小部分建议暂未获接纳或落实是因为部门或机构后来可能找到其他解决方法，或不会再进行引发投诉的行动，例如已停止有关工作，故此不需要采取公署建议的措施。

As always, most of our recommendations were accepted. A small percentage of them were not accepted or implemented because the departments or organisations concerned might have subsequently come up with other alternatives or our recommended measures were no longer needed as the action having caused a complaint would not be repeated due to, for instance, cease of their relevant work.

在本年度，已落实改善建议的重要实例载于**附录9**。

Major examples of the improvement measures implemented in this financial year are listed in **Appendix 9**.

传递公署的资讯
Spreading Our Message

在本年度，公署积极进行宣传推广，包括以「香港需要明镜」为主题的宣传活动，并透过会议、访问、讲座等加强与各持份者的联系。首次举办的青少年广告设计比赛，加深了青少年对公署的认识。至于国际层面，国际申诉专员机构恢复了实体会议和研讨会，同时继续以线上方式促进意见交流和经验分享。

This year, we rolled out an array of promotional activities, including a publicity campaign under the theme of "Hong Kong Needs a Clear Mirror". Our contacts with stakeholders, through meetings, visits, talks, etc., turned more active. We staged a youth advertising contest for the first time to deepen youngsters' knowledge of our work. On the global level, international ombudsman institutions resumed face-to-face meetings and conferences while keeping the on-line format to facilitate exchange of ideas and experience sharing.

与传媒的联系及新闻公报

我们举办了四次新闻发布会及发出两份新闻公报，公布共十项主动调查行动的结果。我们亦宣布展开五项主动调查行动，并邀请公众提供意见。

Media Events and Press Releases

We organised four press conferences and issued two press releases to announce the results of ten direct investigation operations. We also declared the launch of five direct investigation operations to invite public views on the topics involved.



新宣传活动

公署于2023年10月展开以「香港需要明镜」为主题的新一轮宣传活动，包括户外广告和社交媒体。该主题意指公署多年来犹如明镜般处理申诉，不偏不倚地查找事实并作客观公正的评论，继而提出改善建议，藉此提高公共行政的质素和效能。

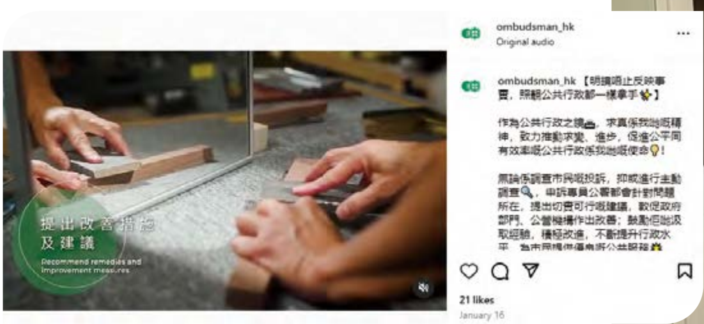
New Publicity Campaign

A new publicity campaign with the theme of "Hong Kong Needs a Clear Mirror" was launched in October 2023, with outdoor advertisings and social media initiatives. Throughout the years, our Office has been acting like a clear mirror when handling public complaints: we examine complaint cases in an impartial manner, reveal the facts as they are, make objective and unbiased comments, and then put forward recommendations for improvement. The ultimate goal is to lift the standard of public administration.









与本地工作伙伴合作及公众教育

Engagement with Local Working Partners and Public Education

我们致力向社会各界宣传公署的工作，藉以提倡正面的投诉文化及促进经验分享。

We are committed to reaching out to all sectors of the community to nurture a positive complaint culture and share our experience.



交流会

Sharing Sessions

我们为不同政府部门及机构举办了13次交流会，讲解公署的使命和工作，并分享我们处理投诉的经验。

We delivered 13 experience-sharing sessions to different government departments and public organisations to promulgate our mission and scope of work and share our experience in complaint handling.



学校讲座

我们期望向年轻一代推动正面的意见表达文化，让他们明白良好公共行政的重要性。为加深青少年对公署的认识，我们举办了16场学校讲座，共有逾2,500名同学出席。

School Talks

We wish to nurture among the youngsters a positive culture on expressing opinions and an understanding of the importance of good public administration. To enhance their understanding of our Office, we organised altogether 16 school talks attracting 2,500 students to attend.



青少年比赛

公署在本年度第四季举办了名为「新『申』一代 建构美好香港」的广告设计比赛，教育青少年良好公共行政的重要性。我们收到来自26间学校超过300份的参赛作品。

Youth Contest

A Youth Contest named “YOUTH CREATE • A better Hong Kong” calling for advertising initiatives was launched in the fourth quarter to educate the younger generation on the importance of good public administration in civic society. Over 300 entries from 26 schools were received.



教育局举办的新任校长专业发展课程领袖论坛

2024年3月，公署在教育局举办的领袖论坛与超过90名新任校长分享公署对行政管理要素及领袖必备条件的看法。

Leadership Forum of the Professional Development Programme for Newly-appointed Principals by the Education Bureau

At a leadership forum organised by the Education Bureau in March 2024, we shared views on the essentials of administrative management and qualities of leaders with over 90 newly appointed principals.



申诉专员嘉许奖

本年度的申诉专员嘉许奖颁奖典礼于2023年11月15日举行。

年度大奖的得主是入境事务处，另外两个获奖部门为效率促进办公室和医院管理局。政务司司长办公室则获颁调解奖。此外，62名公职人员获颁奖项，表扬他们在服务市民方面的卓越表现。

The Ombudsman's Awards

The Presentation Ceremony of The Ombudsman's Awards this year was held on 15 November 2023.

This year's Grand Award went to the Immigration Department, whereas the Efficiency Office and the Hospital Authority were the runners-up. The Chief Secretary for Administration's Office received the Award on Mediation. In addition, 62 public officers were given the individual awards to recognise their exemplary performance in public service.



获奖机构及公职人员名单，可扫描以下二维码阅览。
For the full list of awardees, please scan the following QR code.

与海外及内地机构的联系

我们与内地和世界各地的相关机构一直保持紧密联系。

2023年9月11日，公署人员出席亚洲申诉专员协会于俄罗斯鞑靼斯坦喀山举行的常务理事会会议及会员会议。公署再度获选为亚洲申诉专员协会秘书长。

我们参与了国际申诉专员协会澳大利亚暨太平洋区于2023年10月31日及11月1日在墨尔本举行的第35届会员会议和研讨会。

公署获邀出席于2023年11月8日在印尼日惹举行的第二届东南亚申诉专员论坛暨会议，分享工作经验。

2023年11月29日，公署接待由国际合作局局长蔡为先生所率领的国家监察委员会访港代表团。会面期间，公署与代表团交流近年的工作成果，简介参与地区和国际活动的经验。

Overseas and Mainland Liaison

We maintain close ties with our counterparts on the Mainland and worldwide.

On 11 September 2023, our delegation attended the Board of Directors' meeting of the Asian Ombudsman Association ("AOA") and its General Assembly in Kazan, Tatarstan, Russia. Our Office was re-elected as the Secretary of AOA.

We participated in the 35th Members' Meeting and a conference held by the Australasian Pacific Ombudsman Region of the International Ombudsman Institute in Melbourne on 31 October and 1 November 2023.

Our Office was invited to attend the 2nd South East Asia Ombudsman Forum Plus Meeting held in Yogyakarta, Indonesia on 8 November 2023 for experience-sharing.

We received the delegation from the National Supervisory Commission led by Mr Cai Wei, Director General, Department of International Cooperation, on 29 November 2023, during their visit to Hong Kong. We exchanged updates on our achievements of work in recent years and experiences of participating in activities at regional and international levels.







内部行政
Our Office

迎向更稳健未来

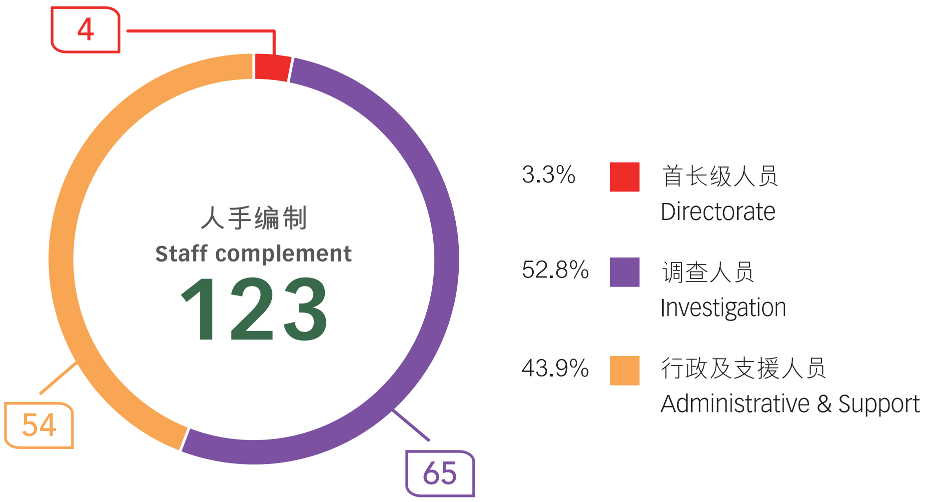
经历了前几年2019冠状病毒病带来的挑战后，今年，公署的运作全面复常。

我们贯彻自行培养及建立一支干练的调查及支援团队的策略。截至2024年3月31日，公署总编制人数为123。

Embracing a Better Future

Our operation returned to normalcy this year after the challenge of the COVID-19 pandemic over the previous few years.

We continued to nurture and develop a healthy contingent of investigation officers and supporting staff. As at 31 March 2024, we have a staff complement of 123.



培训及发展

我们致力提升职员的专业能力及推广学习文化，以及提供多元化的学习和培训机会：

- 新招聘调查人员入职课程
- 入职指导计划，协助新入职的调查主任尽快适应和融入工作
- 调解和投诉处理工作坊，调解经验分享会，以及深入和专业调解培训
- 网络和电邮及讯息安全的工作坊

此外，我们安排职员参与有关管理及职业训练的网上或面授课程，以增进知识及提升工作技能。

Training and Development

We are committed to building our professional capacity and fostering a learning culture by offering diversified learning and training opportunities:

- induction training for new investigators
- a tutoring scheme for junior investigators to facilitate their settlement in the job
- respective workshops on mediation and complaint handling, an experience sharing session on mediation cases, and in-depth and professional training in mediation
- a workshop on cyber security awareness against phishing emails and messages

We also arranged staff to attend online or classroom management and vocational training offered by other organisations to enhance their work knowledge and job skills.

我们邀请了个人资料私隐专员公署为公署人员讲解如何在工作中保障个人私隐。

We invited the Office of the Privacy Commissioner for Personal Data to conduct a workshop for our staff on the protection of personal privacy in our work context.

公署派员参与了一个于北京大学举办的「国情研习班」，让同事深入认识国家的政策和发展。公署亦派员前往深圳参加「国情研习交流计划」。另外，公署职员不时出席特区政府举办的相关研讨会。我们亦举行了数次内部简介会，加深职员了解维护国家安全的重要性及责任。

We arranged our staff to join a "National Studies Course" at Peking University for deepening their understanding of national policies and development. Another group of our staff attended a "National Education Programme" in Shenzhen. Our staff members attended related seminars organised by the Government of the Hong Kong Special Administrative Region from time to time. In-house briefings were also held to deepen staff's understanding of the importance of and responsibility for safeguarding national security.

为确保公署人员与时并进，认识不同国家和地区在处理投诉方面的最佳实务方法及当前趋势，我们举行了数个有关「申诉专员自我评核工具」的工作坊，亦安排职员出席由海外申诉专员机构筹办的网上或实体会议，以扩阔视野。

To keep staff abreast of the best practices and latest trends in complaint handling in different jurisdictions, we ran workshops on the "Ombudsman Self-Assessment Tool". In addition, we sent staff to attend online or physical conferences organised by overseas ombudsman institutions to broaden their horizons.

雇员身心健康

Employee Wellness

公署关注职员的身心健康，继续推行「雇员身心安康计划」，为职员提供所需的工作指导和辅导，帮助他们在个人及专业方面提升效能。我们举办了数个身心健康工作坊，旨在凝聚正能量，勉励员工积极投入生活。

We care for the wellbeing of our staff and have implemented an Employee Wellness Programme, which offered coaching and counselling to our staff to help them achieve personal and professional effectiveness. We organised staff wellness workshops, aiming to empower them with positive energy for positive living.

市民对公署服务的意见

Feedback on Our Service

市民如对公署的服务感到不满，可以书面方式联络公署的专责总行政主任。行政及发展科会就此类投诉展开独立调查。若市民是因不满意个案的调查结果或结论而提出投诉，公署会按覆检个案机制将个案交由相关调查科处理。

Members of the public not satisfied with our services should write to our dedicated Chief Manager, who will oversee the Administration and Development Division's independent inquiry into such complaints. Complaints regarding our investigation findings and conclusions will be taken up by the relevant Investigation Divisions under our existing mechanism for review of cases.

《申诉专员条例》附表所列机构一览
List of Scheduled Organisations

第1部分：条例（第397章）附表1第1部所列政府部门
Part 1: Government Departments Listed in Part 1 of Schedule 1, Cap. 397

按英文字母顺序排列
in alphabetical order

政府部门	Government Department	简称 Abbreviation
渔农自然护理署	Agriculture, Fisheries and Conservation Department	AFCD
司法机构政务长辖下所有法院与审裁处的登记处及行政办事处	All registries and administrative offices of courts and tribunals for which the Judiciary Administrator has responsibility	JA
建筑署	Architectural Services Department	ArchSD
审计署	Audit Commission	Aud
医疗辅助队（政府部门）	Auxiliary Medical Service (Government department)	AMS
屋宇署	Buildings Department	BD
政府统计处	Census and Statistics Department	C&SD
民众安全服务处（政府部门）	Civil Aid Service (Government department)	CAS
民航处	Civil Aviation Department	CAD
土木工程拓展署	Civil Engineering and Development Department	CEDD
公司注册处	Companies Registry	CR
惩教署	Correctional Services Department	CSD
香港海关	Customs and Excise Department	C&ED
卫生署	Department of Health	DH
律政司	Department of Justice	DoJ
渠务署	Drainage Services Department	DSD
机电工程署	Electrical and Mechanical Services Department	EMSD
环境保护署	Environmental Protection Department	EPD
消防处	Fire Services Department	FSD
食物环境卫生署	Food and Environmental Hygiene Department	FEHD
行政长官办公室总务室	General Office of the Chief Executive's Office	CEO
政府飞行服务队	Government Flying Service	GFS
政府化验所	Government Laboratory	GovtLab
政府物流服务署	Government Logistics Department	GLD
政府产业署	Government Property Agency	GPA

政府部门	Government Department	简称 Abbreviation
政府总部	Government Secretariat	GS
– 政务司司长办公室	– Chief Secretary for Administration's Office	CSO
– 政务司司长私人办公室	– Chief Secretary for Administration's Private Office	CSPO
– 公务员事务局	– Civil Service Bureau	CSB
– 商务及经济发展局	– Commerce and Economic Development Bureau	CEDB
– 政制及内地事务局	– Constitutional and Mainland Affairs Bureau	CMAB
– 文化体育及旅游局	– Culture, Sports and Tourism Bureau	CSTB
– 发展局	– Development Bureau	DEVB
– 教育局	– Education Bureau	EDB
– 环境及生态局	– Environment and Ecology Bureau	EEB
– 财政司司长办公室	– Financial Secretary's Office	FSO
– 财政司司长私人办公室	– Financial Secretary's Private Office	FSPO
– 财经事务及库务局	– Financial Services and the Treasury Bureau	FSTB
– 医务卫生局	– Health Bureau	HHB
– 民政及青年事务局	– Home and Youth Affairs Bureau	HYAB
– 房屋局	– Housing Bureau	HB
– 创新科技及工业局[1]	– Innovation, Technology and Industry Bureau[1]	ITIB
– 劳工及福利局	– Labour and Welfare Bureau	LWB
– 律政司司长办公室	– Secretary for Justice's Office	SJO
– 保安局	– Security Bureau	SB
– 运输及物流局	– Transport and Logistics Bureau	TLB
路政署	Highways Department	HyD
民政事务总署	Home Affairs Department	HAD
香港天文台	Hong Kong Observatory	HKO
房屋署	Housing Department	HD
入境事务处	Immigration Department	ImmD
政府新闻处	Information Services Department	ISD
税务局	Inland Revenue Department	IRD
知识产权署	Intellectual Property Department	IPD
投资推广署	Invest Hong Kong	InvestHK
公务及司法人员薪俸及服务条件咨询委员会联合秘书处	Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	JSSCS

《申诉专员条例》附表所列机构一览
List of Scheduled Organisations

政府部门	Government Department	简称 Abbreviation
劳工处	Labour Department	LD
土地注册处	Land Registry	LR
地政总署	Lands Department	LandsD
法律援助署	Legal Aid Department	LAD
康乐及文化事务署	Leisure and Cultural Services Department	LCSD
海事处	Marine Department	MD
通讯事务管理局办公室	Office of the Communications Authority	OFCA
破产管理署	Official Receiver's Office	ORO
规划署	Planning Department	PlanD
邮政署	Post Office	PO
香港电台	Radio Television Hong Kong	RTHK
差饷物业估价署	Rating and Valuation Department	RVD
选举事务处	Registration and Electoral Office	REO
社会福利署	Social Welfare Department	SWD
工业贸易署	Trade and Industry Department	TID
运输署	Transport Department	TD
库务署	Treasury	Try
大学教育资助委员会秘书处	University Grants Committee, Secretariat	UGC
水务署	Water Supplies Department	WSD
在职家庭及学生资助事务处	Working Family and Student Financial Assistance Agency	WFSFAA

第2部分：条例（第397章）附表1第1部所列公营机构
Part 2: Public Organisations Listed in Part 1 of Schedule 1, Cap. 397

公营机构	Public Organisation	简称 Abbreviation
会计及财务汇报局	Accounting and Financial Reporting Council	AFRC
机场管理局	Airport Authority	AA
医疗辅助队（非政府部门）	Auxiliary Medical Service (non-Government department)	AMS
民众安全服务队（非政府部门）	Civil Aid Service (non-Government department)	CAS
竞争事务委员会	Competition Commission	ComC
消费者委员会	Consumer Council	CC

公营机构	Public Organisation	简称 Abbreviation
雇员再培训局	Employees Retraining Board	ERB
平等机会委员会	Equal Opportunities Commission	EOC
地产代理监管局	Estate Agents Authority	EAA
香港艺术发展局	Hong Kong Arts Development Council	HKADC
香港房屋委员会	Hong Kong Housing Authority	HKHA
香港房屋协会	Hong Kong Housing Society	HKHS
香港金融管理局	Hong Kong Monetary Authority	HKMA
香港体育学院有限公司	Hong Kong Sports Institute Limited	HKSIL
医院管理局	Hospital Authority	HA
保险业监管局	Insurance Authority	IA
九广铁路公司	Kowloon-Canton Railway Corporation	KCRC
立法会秘书处	Legislative Council Secretariat	LCS
强制性公积金计划管理局	Mandatory Provident Fund Schemes Authority	MPFA
个人资料私隐专员	Privacy Commissioner for Personal Data	PCPD
物业管理业监管局	Property Management Services Authority	PMSA
证券及期货事务监察委员会	Securities and Futures Commission	SFC
香港考试及评核局	The Hong Kong Examinations and Assessment Authority	HKEAA
旅游业监管局	Travel Industry Authority	TIA
市区重建局	Urban Renewal Authority	URA
职业训练局	Vocational Training Council	VTC
西九文化区管理局	West Kowloon Cultural District Authority	WKCDA

条例（第397章）附表1第2部所列机构
Organisations Listed in Part 2 of Schedule 1, Cap. 397

机构	Organisation	简称 Abbreviation
香港辅助警察队	Hong Kong Auxiliary Police Force	HKAPF
香港警务处	Hong Kong Police Force	HKPF
廉政公署	Independent Commission Against Corruption	ICAC
公务员叙用委员会秘书处	Secretariat of the Public Service Commission	PSC

注1. 创新科技署、政府资讯科技总监办公室及效率促进办公室隶属创新科技及工业局。
Note 1. The Innovation and Technology Commission, the Office of the Government Chief Information Officer and the Efficiency Office are under the Innovation, Technology and Industry Bureau.

对投诉不予跟进或不展开调查的情况
Circumstances where Complaints are not Followed up or Investigated

不受申诉专员调查的行动 – 香港法例第397章附表2
Actions not Subject to Investigation – Schedule 2, Cap. 397

1. 保安、防卫或国际关系
2. 行政长官亲自作出的行动
3. 行政长官行使权力赦免罪犯
4. 政府颁授勋衔、奖赏或特权
5. 法律程序或检控任何人的决定
6. 合约或商业交易
7. 人事方面的事宜
8. 有关施加或更改土地权益条款的决定
9. 与《香港公司收购、合并及股份回购守则》有关的行动
10. 香港辅助警察队、香港警务处或廉政公署就防止及调查任何罪行而采取的行动

1. Security, defence or international relations
2. Actions by the Chief Executive personally
3. Exercise of power by the Chief Executive to pardon criminals
4. Grant of honours, awards or privileges by Government
5. Legal proceedings or prosecution decisions
6. Contractual or other commercial transactions
7. Personnel matters
8. Imposition or variation of conditions of land grant
9. Actions in relation to Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
10. Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption

调查投诉的限制 – 香港法例第397章第10(1)条
Restrictions on Investigation of Complaints – Section 10(1), Cap. 397

1. 投诉人对投诉事项已知悉超过24个月
2. 投诉由匿名者提出
3. 投诉人无从识别或下落不明
4. 投诉并非由感到受屈的人士或适当代表提出
5. 投诉人及投诉事项与香港并无任何关系
6. 投诉人有权利根据法律程序提出上诉或寻求补救办法

1. Complainant having knowledge of subject of complaint for more than 24 months
2. Complaint made anonymously
3. Complainant not identifiable or traceable
4. Complaint not made by person aggrieved or suitable representative
5. Subject of complaint and complainant having no connection with Hong Kong
6. Statutory right of appeal or remedy by way of legal proceedings being available to complainant

申诉专员可决定不展开调查的情况 – 香港法例第397章第10(2)条
Circumstances where The Ombudsman may Decide not to Investigate – Section 10(2), Cap. 397

1. 以前曾调查性质相近的投诉，而结果显示并无行政失当之处
2. 投诉关乎微不足道的事
3. 投诉事属琐屑无聊、无理取闹或非真诚作出
4. 因其他理由而无须调查（例如：缺乏表面证据、所涉机构正采取行动，或投诉人只是表达意见）

1. Investigation of similar complaints before revealed no maladministration
2. Subject of complaint is trivial
3. Complaint is frivolous or vexatious or is not made in good faith
4. Investigation is, for any other reason, unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

个案数字
Caseload

		23/24	22/23	21/22	20/21	19/20
		报告年度[1] Reporting year[1]				
查询	Enquiries	8,599	9,279	8,851	7,505	8,581
投诉	Complaints					
(a) 须处理的投诉个案	(a) For processing	4,979	5,951	5,626	30,713	20,737
– 接到的投诉	– Received	4,351[146]	5,357[233]	4,934[140]	29,814[25,155]	19,767[15,034]
– 由上年度转入	– Brought forward	628	594	692	899	970
(b) 已完成的投诉个案	(b) Completed	4,397[151]	5,323[254]	5,032[135]	30,021[25,155]	19,838[15,040]
已跟进并结案	Pursued and concluded	2,053[8]	2,558[138]	2,739[102]	2,826[249]	2,807[326]
– 经查讯后结案[2]	– By inquiry[2]	1,771	2,112[119]	2,432[102]	2,480[246]	2,418[217]
– 经全面调查后结案[3]	– By full investigation[3]	95[7]	141[16]	92	167[3]	240[109]
– 经调解后结案[4]	– By mediation[4]	187[1]	305[3]	215	179	149
经评审并结案	Assessed and closed	2,344[143]	2,765[116]	2,293[33]	27,195[24,906]	17,031[14,714]
– 缺乏充分理据跟进[5]	– Insufficient grounds to pursue[5]	1,470[110]	1,787[85]	1,171[6]	1,295[203]	8,676[7,496]
– 受条例所限不得调查[6]	– Legally bound[6]	874[33]	978[31]	1,122[27]	25,900[24,703]	8,355[7,218]
(c) 已完成的投诉个案百分比 = (b)/(a)	(c) Percentage completed = (b)/(a)	88.3%	89.5%	89.4%	97.7%	95.7%
(d) 转拨下年度 = (a) – (b)	(d) Carried forward = (a) – (b)	582	628	594	692	899
已完成的主动调查行动数目	Direct investigation operations completed	10	9	8	9	10

注释：
1. 自每年4月1日至翌年3月31日。
2. 根据《申诉专员条例》第11A条跟进的一般性质的个案。
3. 根据《申诉专员条例》第12条跟进的较复杂的个案，当中可能涉及严重的行政失当、行政体制上的流弊等。
4. 根据《申诉专员条例》第11B条跟进的个案，当中不涉及行政失当，或只涉及轻微的行政失当。
5. 根据《申诉专员条例》第10(2)条而不予跟进并已结案的个案。
6. 根据《申诉专员条例》第8条超出公署职权范围，或受第10(1)条所限不得调查。
[ ] 表示属于同类主题投诉个案的数目。

Notes :
1. From 1 April to 31 March of the next year.
2. Pursued under section 11A of The Ombudsman Ordinance, for general cases.
3. Pursued under section 12 of The Ombudsman Ordinance, for complex cases possibly involving serious maladministration, systemic flaws, etc.
4. Pursued under section 11B of The Ombudsman Ordinance, for cases involving no, or only minor, maladministration.
5. Not pursued and closed under section 10(2) of The Ombudsman Ordinance.
6. Outside the Office’s jurisdiction under section 8 or restricted by section 10(1) of The Ombudsman Ordinance.
[ ] Number of topical complaints.

主动调查行动报告摘要
Case Synopses of Direct Investigation Operations

按个案编号顺序排列
in accordance with case numbers

运输署
Transport Department

个案编号 **Case No.**：**DI/456**

完成日期 **Completed on**：**25/4/2023**



有关路旁残疾人士专用泊车位的措施及使用情况

公署调查所得

残疾人士专用的路旁泊车位（「路旁专用泊位」）以往只供持有「伤残人士泊车许可证」（「许可证」）的伤残驾驶者使用。由2021年1月29日开始，运输署将有关泊位的使用资格扩展至「司机接载行动不便的残疾人士泊车证明书」（「证明书」）的持有人，以方便他们接载指定的下肢肢体行动不便残疾人士出行。该新措施实施后，有关泊位供不应求的情况严重，而泊位涉嫌被滥用的个案亦增加。公署调查发现，运输署在制定有关措施的过程、评估泊位的供求情况、审批证明书的申请、防止和打击滥泊行为方面皆有不足。

公署的建议

申诉专员向运输署提出了11项改善建议，包括充分评估路旁专用泊位的需求及供应情况；定期进行路旁专用泊位使用率的调查并向公众发放有关数据；全面检视证明书的申请资格、审批准则、处理滥泊个案的程序及收回证明书的安排；检讨并加强措施以遏止各种不当使用证明书的行为。长远而言，运输署应考虑及研究能否透过修改法例以处理许可证及证明书不同的审批程序、申请资格及使用限制等情况。

Measures and Usage of On-street Parking Spaces Designated for People with Disabilities

Our findings

In the past, only drivers with disabilities holding the Disabled Person's Parking Permit ("DPPP") were entitled to use the on-street parking spaces designated for people with disabilities ("DPS"). With effect from 29 January 2021, the Transport Department ("TD") introduced a new measure to extend the eligibility for using DPS to holders of the Parking Certificate for Drivers Who Carry People with Mobility Disabilities ("Parking Certificate") to facilitate the carrying of specified persons with lower limb mobility disabilities. The new measure has aggravated the shortfall in the supply of DPS, and suspected cases of abuse is on the rise. Our investigation found inadequacies in the Department's formulation of the new measure, assessment of the supply and demand of DPS, processing of applications for Parking Certificate, as well as prevention of abuse and handling of complaints.

Our recommendations

The Ombudsman made 11 recommendations to TD, including that the Department should fully assess the supply and demand of DPS; regularly survey the usage rates of DPS and release the data to the public; comprehensively review the eligibility and approval criteria for Parking Certificate and the procedures for handling parking abuse; review and strengthen measures against various forms of Parking Certificate abuse. In the long run, TD should consider and explore legislative amendments to address the discrepancies between the DPPP and the Parking Certificate in terms of approval procedures, eligibility criteria and conditions of use.

社会福利署
Social Welfare Department

个案编号 **Case No.：DI/457**

完成日期 **Completed on：14/8/2023**



长者社区照顾服务券试验计划

公署调查所得

长者社区照顾服务券（「社区券」）试验计划以「钱跟人走」模式，支援体弱长者居家安老。整体而言，试验计划的运作安排有不少提升，近年进步较显著，但仍有可改善之处。

公署调查发现，社会福利署（「社署」）已采取有效措施提升社区券的使用率。各区的家居为本服务供求情况应属平衡，部分地区的中心为本服务名额则供应不足。社署就认可服务单位进行的覆核探访，大部分只抽样访问一位持券人，该署亦无备存持券人转换服务单位的原因的统计资料。试验计划鲜有以覆盖率高的途径宣传。

公署的建议

申诉专员向社署提出11项改善建议，包括定期向持有但不使用社区券的人士了解情况，协助他们拣选服务；邀请更多机构于供应较紧张地区提供更多中心为本服务名额；针对没有子女或照顾者的持券人提供更多支援；指示职员在每次覆核探访抽样访问至少两位使用者或其照顾者；了解持券人转换服务单位的原因；考虑增加以报章或电视专访真实个案的形式宣传社区券服务等。

Pilot Scheme on Community Care Service Voucher for the Elderly

Our findings

The Pilot Scheme on Community Care Service Voucher for the Elderly supports frail elderly persons to age in place under the "money-following-the-user" mode. Overall, the Pilot Scheme had been enhanced in various ways with more obvious progress in recent years. That said, there were still areas for improvement.

Our investigation revealed that the Social Welfare Department ("SWD") had taken effective steps to enhance the utilisation rate of vouchers. While the supply and demand of home-based services in different districts could generally maintain a balance, there was a deficit of centre-based services in some districts. SWD randomly interviewed only one voucher holder in most of the service monitoring visits at recognised service providers. The Department had not maintained statistical information on voucher holders' reasons for switching service providers. The Pilot Scheme was rarely publicised through channels with a wide coverage.

Our recommendations

The Ombudsman made 11 recommendations to SWD, including approaching those voucher holders not using the vouchers received and helping them choose suitable service; inviting more organisations to offer more centre-based service places in districts with keen demand; providing more support to voucher holders without children or carers; instructing its staff to conduct random interviews with at least two users or their carers during each service monitoring visit; understanding voucher holders' reasons for switching service providers; and considering arranging more newspaper or television interviews with real cases cited to promote voucher services.

教育局
Education Bureau

个案编号 **Case No.：DI/458**

完成日期 **Completed on：25/4/2023**



教育局对智障儿童学校宿舍部的监管

公署调查所得

部分受教育局资助的智障儿童学校设有宿舍部，为中度或严重智障学童提供寄宿服务。公署调查发现，除提供人手编制及资助，教育局并没有针对宿舍部订立详细运作要求、限制及巡查制度，该局的校外评核亦不会直接评核宿舍部的运作。由于寄宿的智障儿童表达能力有限，公署认为教育局有必要有效监管宿舍部并提升其服务，保障宿生福祉。

公署的建议

申诉专员对教育局提出了12项建议，包括于《特殊学校策划和管理宿舍服务实务指引》为宿舍部订明部分日常运作的基本要求；强制要求宿舍部设置具录影功能的闭路电视监察系统；不时抽查上述系统的录影片段；将宿舍部向宿生使用身体约束物或隔离的情况列为巡视时须检视的项目，并就宿舍部使用这些管教措施制定详细及严谨的指引；就宿舍部隔离空间的设计及配置提供指引；把观察宿舍部环境及宿生生活情况纳入校外评核项目；加强突击巡查宿舍部，并设定绩效指标；检讨及扩阔巡查宿舍部的内容；制定清晰的安排及巡视指标；探讨安排专业人士及家长参与巡查宿舍部的可行性；以及严格要求宿舍部遵守呈报严重或危及生命意外事故的规定等。

Education Bureau's Monitoring of Boarding Sections of Schools for Children with Intellectual Disabilities

Our findings

Some schools for children with intellectual disabilities ("ID") receiving aids from the Education Bureau ("EDB") have boarding sections that provide boarding service to children with moderate and severe ID. We found that, save for stipulations on staffing establishment and provision of funds, EDB had not laid down any details about operational requirements, restrictions, or inspection in relation to these boarding sections. EDB's external school review ("ESR") would not directly assess the operation of the boarding sections either. Nevertheless, given the limited ability of children with ID to communicate effectively, we consider that EDB should ensure its effectiveness in monitoring boarding sections and enhance the services of them, so as to safeguard boarders' welfare.

Our recommendations

The Ombudsman made 12 recommendations to EDB, including stipulating in the Practice Guide for Special Schools on Planning and Managing Boarding Service the basic requirements for certain aspects of boarding sections' daily operation; requiring boarding sections to install CCTV surveillance systems with recording function and conducting random checks from time to time of those recorded footages; including the use of physical restraint or seclusion on boarders as an item for review during inspections, and formulating detailed and rigorous guidelines for adopting such interventions in boarding sections; providing guidelines on the design and facilities of seclusion space in the boarding section; including in ESR the observation of boarding sections' environment and boarders' daily lives; arranging surprise inspections at the boarding section and drawing up key performance indicators; reviewing and broadening the content of inspections; devising clear arrangements and inspection indicators; exploring the feasibility of arranging professionals and parents to participate in inspections; and strictly requiring boarding sections to adhere to the requirements for reporting serious or life-threatening accidents.

环境保护护署、食物环境卫生署及地政总署
Environmental Protection Department, Food and Environmental Hygiene Department and Lands Department

个案编号 **Case No.：DI/459**

完成日期 **Completed on：14/8/2023**



政府对新界豁免管制屋宇欠妥排污设施的执管

公署调查所得

新界豁免管制屋宇（「新界村屋」）排污设施的执管责任分散于环境保护署（「环保署」）、食物环境卫生署及地政总署。公署调查发现，三个部门在跟进投诉时的协作欠妥善，部门之间亦无既定的资料交换机制。地政总署未有充分发挥其执管角色，对相关投诉并无作数据分析，以致难以有效监察投诉的跟进。此外，在现行监管机制下，并无任何实质措施确保新界村屋业权人会履行其维修保养责任。

公署的建议

申诉专员提出共十项改善建议，包括三个部门应成立跨部门工作小组、为前线职员制订行动指引以理顺跨部门个案的权责及流程、制订适切的资料交换机制；地政总署应就投诉个案制订监察机制及作数据分析，并果断采取执行契约条款行动，同时研究制订具体措施，让新界村屋业主知悉应如何切实履行其适当处理污水及维修保养其排污设施的责任；环保署应就正确使用及妥善维修保养化粪池加强宣传，以及适时考虑更广泛地运用新技术以查找渗漏的源头。

Government's Enforcement against Defective Sewage Works of New Territories Exempted Houses

Our findings

The enforcement responsibilities in respect of sewage works of New Territories Exempted Houses ("NTEHs") scatter among the Environmental Protection Department ("EPD"), the Food and Environmental Hygiene Department and the Lands Department ("LandsD"). Our investigation revealed inadequate collaboration in complaint handling and no established mechanism for information exchange among the three departments. LandsD has not fully discharged its enforcement role or conducted any data analysis of complaint cases, rendering it difficult to monitor complaint handling effectively. Besides, under the prevailing regulatory regime, no substantial measures are in place to ensure NTEH owners' fulfilment of their maintenance responsibility.

Our recommendations

The Ombudsman made ten recommendations, including that the three departments should set up an inter-departmental working group, draw up operational guidelines for frontline staff to rationalise the responsibilities and procedures for inter-departmental cases and devise a proper mechanism for information exchange; LandsD should formulate a monitoring mechanism for complaint cases, conduct data analysis and take lease enforcement action decisively, while exploring concrete measures to ensure NTEH owners know how to effectively fulfil their responsibility for proper sewage treatment and maintenance of sewage works; and EPD should enhance publicity of the correct use and proper maintenance of septic tanks and consider more extensive use of new technology in an appropriate time to trace the seepage source.

效率促进办公室
Efficiency Office

个案编号 **Case No.**：**DI/461**

完成日期 **Completed on**：**5/3/2024**



1823处理投诉及查询的成效

公署调查所得

效率促进办公室（「效率办」）辖下1823提供24小时一站式服务，为市民解答有关23个参与部门的服务查询，并接收对政府服务的投诉。公署调查发现，1823未能有效处理跨部门及部门间权责不清的投诉。公署认为，1823应适时将重复出现权责不清的地区问题的个案上呈政府高层架构处理。此外，1823在来电处理、与参与部门的合作安排、日常运作及数据运用等方面也尚有改善空间。

公署的建议

申诉专员对效率办提出了13项建议，包括严格执行部门如认为个案不属其职权范围或应由其他部门处理，须在指定时限内回复并解释原因的要求；就涉及地区问题及重复出现权责争议的个案，制定机制及订定工作指引，将上呈工作制度及恒常化，以便有系统、适当及适时地把个案上呈当区民政事务专员或「地区治理专组」；要求参与部门定期就新服务或新安排提交筹划预算；就刚完成更新的电话系统，持续积极监察并适时检视，以进一步提升1823接听电话的比率；进一步应用人工智能科技处理查询；以及对跨部门个案进行分析及整合相关数据，不时向「地区治理专组」提交报告，以协助政府解决涉及跨部门的地区问题等。

Effectiveness of 1823 in Handling Complaints and Enquiries

Our findings

1823 under the Efficiency Office ("EO") provides a one-stop service round the clock to answer public enquiries about the services of 23 participating departments, and receive complaints about Government services. Our investigation found that 1823 cannot effectively resolve cross-departmental complaints and complaints involving unclear delineation of responsibilities. We consider that 1823 should escalate cases about recurring district problems involving unclear delineation of responsibilities in a timely manner to the high-level structure of the Government for effective resolution. Our investigation also identified room for improvement in 1823's handling of calls, co-operation arrangements with participating departments, daily operations and use of data.

Our recommendations

The Ombudsman made 13 recommendations to EO, including that it should stringently enforce the requirement that departments reply within a specified time limit with reasons if they consider a case outside their purview or should be handled by another department; establish a mechanism and draw up guidelines to standardise and regularise the procedures for escalating cases about recurring district problems with unclear delineation of responsibilities to the respective District Officers of the Home Affairs Department or the Task Force on District Governance ("TFDG") in a systematic, proper and timely manner; request participating departments to submit forecast plans of new services or arrangements on a regular basis for preparation accordingly; proactively monitor and conduct timely review of the newly upgraded telephone system with a view to further enhancing 1823's call answering rate; expand the application of artificial intelligence on enquiry handling; and conduct systematic analyses of cross-departmental cases and consolidate relevant data, submit reports to the TFDG from time to time to facilitate the Government's resolution of cross-departmental district issues.

房屋署
Housing Department

个案编号 **Case No.：DI/462**

完成日期 **Completed on：11/7/2023**



有关房屋署「长者住屋」及「改建一人单位」的安排

公署调查所得

房屋署在1980年代推出「长者住屋」，为年满60岁或以上的长者提供院舍式公共租住房屋，按单位的设计分为一型、二型及三型；而「改建一人单位」则是因应当时社会对一人公屋单位的需求而设。两类型单位的租户须共用厨房及／或浴室等设施。

随着时代变迁，这种共用厨厕的单位变得不合时宜及不受欢迎。公署调查发现，虽然香港房屋委员会多年来推出不同措施以改善单位的出租情况，然而，经过近二十年，已停止编配的一型设计「长者住屋」单位及「改建一人单位」仍未全部收回，单位内的分间房间空置率高企且空置期甚长，而继续作编配的二型及三型设计「长者住屋」的空置率和拒绝接受编配率亦持续偏高。公署认为，房屋署有必要检视现行措施的成效，以回应市民对公屋资源的殷切需求。

公署的建议

申诉专员向房屋署提出了八项改善建议，包括检视是否仍然将二型及三型设计「长者住屋」归类为一般公屋单位，并考虑停止继续将这些单位编配予一般公屋申请者，以及另行制定一套只针对这两种「长者住屋」单位而设的编配计划；长远而言考虑是否需要改变「长者住屋」的用途。此外，房屋署应推动更多鼓励调迁的措施，主动与社会福利署或社福机构联系和合作，积极游说及鼓励居于一型设计「长者住屋」及「改建一人单位」的长者租户调迁，以加快收回相关单位。

Housing Department's Arrangements for Housing for Senior Citizens and Converted One-person Units

Our findings

In the 1980s, the Housing Department ("HD") introduced the Housing for Senior Citizens ("HSC") scheme to provide hostel-type public rental housing ("PRH") for elderly tenants aged 60 or above. HSC has three types according to the design of units, namely Type 1 ("HS1"), Type 2 ("HS2") and Type 3 ("HS3"). Converted one-person ("C1P") units of a similar design as HS1 were also provided in response to the society's demand for one-person PRH units at that time. Tenants have to share the kitchen, living room and/or bathroom facilities.

Our investigation found that, with the change of times, units with shared kitchen and bathroom facilities have become outdated and unpopular. Despite that the Hong Kong Housing Authority has taken multiple measures to reduce the vacancy rate of those units over the years, after a lapse of nearly two decades, HD has yet to recover all HS1 and C1P units which are no longer available for allocation, and the vacancy rate of the partitioned rooms in these units were persistently high with long duration of vacancy. On the other hand, the vacancy rate and refusal rate of offer of HS2 and HS3, which are still available for allocation, were also high. We consider that HD should ensure more effective deployment of relevant PRH resources to meet the strong demand for public housing.

Our recommendations

The Ombudsman made eight recommendations to HD, including that HD should review whether HS2/HS3 units should still be classified as ordinary PRH flats, and consider ceasing to allocate these units to general PRH applicants and tailoring a specific allocation scheme for HS2/HS3; consider in the long run the needs for changing the use of HSC. Moreover, HD should promote and introduce more transfer incentives, approach and collaborate with the Social Welfare Department or welfare agencies to proactively lobby and encourage the elderly tenants of HS1 and C1P units to transfer, thereby speeding up recovering these units.

主动调查行动报告摘要
Case Synopses of Direct Investigation Operations

发展局
Development Bureau

个案编号 Case No.：DI/463

完成日期 Completed on：10/7/2023



有关政府土地上树木投诉的处理

公署调查所得

发展局辖下树木管理办事处（「树木办」）协调及督导各部门处理树木投诉。树木办设有机制，就有权责争议的个案作出裁决，但公署调查发现，当树木办按机制介入争议时，个案或已出现严重延误。此外，各树木管理部门不时对分工安排有不同理解，甚至重复发生争议。所有部门均没有就一般树木工作制定内部处理时限。另一方面，虽然地政总署过往逾期回复投诉的积压情况已有明显改善，但没有资料显示投诉所涉的树木是否已全部获妥善处理。

公署的建议

申诉专员提出八项改善建议，包括树木办应就涉及权责争议的投诉，考虑以个案的整体处理时间作为其中一个介入准则；就该类投诉进行系统性分析，整合部门常见的分歧和误解，并适时检视及按需要更新相关《技术通告》；要求部门按实际需要就一般树木工作订定时限；加强数据收集及分析；持续监察地政总署处理树木投诉的表现等。

Handling of Complaints Involving Trees on Government Land

Our findings

The Tree Management Office ("TMO") under the Development Bureau co-ordinates and supervises departments' handling of tree complaints. While TMO has established a mechanism under which it adjudicates on cases involving disputes over responsibilities, our investigation revealed that when TMO intervened in the disputes according to the mechanism, the cases might have been seriously delayed. Besides, from time to time, tree management departments had divergent interpretations of the division of responsibilities and even repeated disputes over similar issues. No departments had drawn up any internal time frame for carrying out ordinary tree work. Meanwhile, while the backlog of complaints with overdue replies by the Lands Department ("LandsD") had significantly shrunk, there was no information on whether all the trees involved had been properly handled.

Our recommendations

The Ombudsman made eight recommendations, including that for complaints involving disputes over responsibilities, TMO should consider using the overall handling time of a case as a criterion for intervention; conduct systemic analysis on such cases for collating information about departments' common differences in opinions and misunderstanding, and review and update the relevant Technical Circular as appropriate in a timely manner; require departments to formulate a time frame for carrying out ordinary tree work based on the actual need; strengthen data collection and analysis; and continue to monitor LandsD's performance in handling tree complaints.

康乐及文化事务署
Leisure and Cultural Services Department

个案编号 **Case No.：DI/465**

完成日期 **Completed on：12/12/2023**



康乐及文化事务署辖下户外游乐和康体设施的保养与维修

公署调查所得

户外游乐和康体设施的质量、合适度和安全程度，对于改善市民的生活质素相当重要。康乐及文化事务署（「康文署」）管理辖下大量户外公共游乐和康体设施，有责任确保设施状况良好，并为设施作适时的保养和维修。公署调查发现，康文署部分前线人员没有适时汇报户外游乐及康体设施损坏的个案。此外，该署在整体设施维修程序的监察，以及维修工程承办商的合约安排和表现的监管工作上仍有须改善之处。

公署的建议

申诉专员对康文署提出了11项建议，包括为前线人员制订检查设施的实务指引及改善现行例行巡查的表格；加强前线人员对检查设施工作的培训；紧密跟进专为设施巡查及维修记录而设的电脑系统的研发工作，确保日后相关人员可实时检阅相关记录和按时跟进维修设施的工作；检讨现行定期维修合约的安排，并长远研究更灵活安排承办商进行工程的方案；以及考虑利用智慧科技，便利市民呈报设施损坏个案等。

Repairs and Maintenance of Outdoor Recreational and Sports Facilities under Leisure and Cultural Services Department

Our findings

The quality, suitability and safety level of outdoor recreational and sports facilities have substantial impact on raising the living quality of the general public. As the management authority for a huge number of outdoor recreational and sports facilities, the Leisure and Cultural Services Department ("LCSD") has a duty to ensure that the facilities are in good condition and to arrange for their timely repairs and maintenance. Our investigation revealed that some LCSD frontline staff had failed to report in a timely manner damage in outdoor recreational and sports facilities. Furthermore, there is room for improvement in LCSD's monitoring of overall facility repairs procedures, arrangement of contracts with contractors and monitoring of contractors' performance.

Our recommendations

The Ombudsman made 11 recommendations to LCSD, including that it should formulate practice guides for frontline staff on facility inspection and improve the current routine inspection form; strengthen facility inspection training for frontline staff; follow up closely on the development of the computer system designed for facility inspection and repair records so that in the future, staff can inspect in real time the relevant records and follow up on the repairs for facilities in a timely manner; review the current term contract arrangement and in the long run explore options that allow more flexible arrangements for facility repairs by contractors; and consider making use of smart technology to facilitate public report of damaged facilities.

食物环境卫生署
Food and Environmental Hygiene Department

个案编号 **Case No.：DI/466**

完成日期 **Completed on：5/3/2024**



食物环境卫生署对持牌泳池的监管

公署调查所得

食物环境卫生署（「食环署」）透过《泳池规例》和牌照条件监管持牌的私营泳池，保障公众安全及卫生。公署调查发现，食环署巡查持牌泳池的频次、质素、方法和记录均有欠妥之处。此外，现行牌照条件未有要求持牌人备存救生员当值记录或提供基本救生及急救设备。食环署监管池水水质的指引不足，亦无设立意外通报机制。

公署的建议

申诉专员向食环署提出12项改善建议，包括订定工作守则，说明突击巡查时遇上泳池关闭的跟进安排；加强巡查泳池的职员培训和指引；善用科技记录巡查结果；检视现行牌照条件（包括研究规定备存救生员当值记录、探讨加入基本救生及急救设备）；设立意外通报机制；向持牌人发出处理池水污染源的指引；加强对违规泳池的执管；研究加强泳池使用者共同监察的角色；以及与营运公众泳池的康乐及文化事务署就泳池的监督及管理建立恒常沟通机制。

Regulation of Licensed Swimming Pools by Food and Environmental Hygiene Department

Our findings

The Food and Environmental Hygiene Department ("FEHD") regulates licensed private swimming pools in accordance with the Swimming Pools Regulation and licensing conditions to ensure public safety and hygiene. Our investigation revealed inadequacies in FEHD's inspection of licensed swimming pools in terms of frequency, quality, method and record. Besides, licensees are not required to maintain duty logs of life-saving attendants or to provide basic life-saving and first-aid equipment under the existing licensing conditions. FEHD's guidelines on the monitoring of pool water quality were insufficient and no accident notification mechanism was in place.

Our recommendations

The Ombudsman made 12 recommendations to FEHD, including specifying in operational guidelines the follow-up arrangements in the event of closure of pools during surprise inspections; strengthening staff training and guidelines on the inspection of pools; applying technology in recording inspection results; reviewing the existing licensing conditions (including exploring stipulating the requirement for maintaining duty logs of life-saving attendants and addition of basic life-saving and first-aid equipment); establishing an accident notification mechanism; issuing to licensees guidelines on the handling of pollution sources in pool water; stepping up enforcement against non-compliant pools; exploring ways to engage pool users in monitoring; and setting up a standing communication mechanism with the Leisure and Cultural Services Department, the operator of public pools, on the regulation and management of swimming pools.

食物环境卫生署
Food and Environmental Hygiene Department

个案编号 **Case No.：DI/467**

完成日期 **Completed on：12/12/2023**



食物环境卫生署对以售卖机出售热存／冷存食物及非预先包装饮品的规管

公署调查所得

近年，市面上售卖机出售热存食物、冷存食物及非预先包装饮品的数量和种类持续上升。法例规定，任何人以售卖机出售食物前，须向食物环境卫生署（「食环署」）申领「以售卖机售卖食物许可证」（「许可证」）。公署调查发现，个别售卖机持证人没有严格遵守食环署订定的发证及持证条件，而食环署在处理及审批许可证的申请，以及监察持证售卖机的工作上则有可改善之处。

公署的建议

申诉专员对食环署提出了十项建议，包括要求许可证申请人提供并在相关档案中备存售卖机的装置和操作资料；更新指引以指示人员如何记录审批许可证申请的视察所得；在持证条件中就有关温度监控、机件清洁和消毒及备存相关记录的工作列出明确和具体的要求，并研究加强抽查有关记录；研究为售卖机出售的食物及饮料进行细菌抽验的可行性；要求持证人在售卖机机身展示许可证，并公布各售卖机的发证／持证条件的资讯，方便市民监察；要求出售须受温度控制食物的售卖机一律向外展示机内温度计或相关资讯；以及向以自助提取机为市民免费提供食物的机构提供有用资讯以保障公众卫生和健康。

Food and Environmental Hygiene Department's Regulation over Sale of Food in Hot/Cold Holding and Non-prepackaged Beverages by Means of Vending Machine

Our findings

In recent years, more and wider variety of food in hot or cold holding and non-prepackaged beverages are available by vending machines emerging in the market. As required by law, any person who intends to engage in this mode of food business must first apply to the Food and Environmental Hygiene Department ("FEHD") for a permit to sell food by means of vending machine ("VM Permit"). Our investigation revealed that some permit holders have not complied stringently with the licensing requirements and conditions imposed by FEHD, and there is room for improvement on the part of FEHD in its processing and approving of applications for VM permits and monitoring of licensed vending machines.

Our recommendations

The Ombudsman made ten recommendations to FEHD, including requiring permit applicants to submit information about the devices and operation of vending machines and keep it in the case files; updating existing guidelines with instructions to staff on how to compile specific records of pre-approval inspection; beefing up the licensing conditions with clear and specific details on temperature control, machine cleansing and sterilisation, and record keeping, while exploring stepping up random checks on such records; exploring the feasibility of more proactive bacteriological testing of food and beverages sold by means of vending machines; requiring permit holders to display the Permit on the outside of machines, and disseminating information about licensing requirements/conditions imposed on vending machines to facilitate public monitoring; requiring all vending machines of food under temperature control to be fitted with an externally readable thermometer or to provide relevant information; and providing organisations which dispenses free food by self-service machines with important information for safeguarding public hygiene and health.

接到及已跟进并结案的投诉个案
Complaints Received and Complaints Pursued & Concluded

按英文字母顺序排列
in alphabetical order

部门或机构	Department or organisation	接到的投诉个案数目 No. of complaints received	已跟进并结案的投诉个案数目[1] No. of complaints pursued and concluded[1]
第1部分：政府部门	**Part 1: Government Departments**		
渔农自然护理署	Agriculture, Fisheries and Conservation Department	48	15
建筑署	Architectural Services Department	8	3
审计署	Audit Commission	1	1
医疗辅助队	Auxiliary Medical Service	1	0
屋宇署	Buildings Department	164	103
民众安全服务处	Civil Aid Service	2	0
民航处	Civil Aviation Department	5	0
土木工程拓展署	Civil Engineering and Development Department	14	2
公司注册处	Companies Registry	15	6
惩教署	Correctional Services Department	33	20
香港海关	Customs and Excise Department	64	12
卫生署	Department of Health	83	34
律政司	Department of Justice	32	4
渠务署	Drainage Services Department	13	6
效率促进办公室	Efficiency Office	38	31
机电工程署	Electrical and Mechanical Services Department	17	7
环境保护署	Environmental Protection Department	79	31
消防处	Fire Services Department	39	18
食物环境卫生署	Food and Environmental Hygiene Department	386	207
行政长官办公室总务室	General Office of the Chief Executive's Office	9	4
政府飞行服务队	Government Flying Service	2	1
政府化验所	Government Laboratory	1	1
政府物流服务署	Government Logistics Department	2	1
政府产业署	Government Property Agency	8	1

接到及已跟进并结案的投诉个案
Complaints Received and Complaints Pursued & Concluded

部门或机构	Department or organisation	接到的投诉个案数目 No. of complaints received	已跟进并结案的投诉个案数目[1] No. of complaints pursued and concluded[1]
政府总部	Government Secretariat		
– 政务司司长办公室	– Chief Secretary for Administration’s Office	29	59
– 公务员事务局	– Civil Service Bureau	17	2
– 商务及经济发展局	– Commerce and Economic Development Bureau	1	0
– 政制及内地事务局	– Constitutional and Mainland Affairs Bureau	1	1
– 文化体育及旅游局	– Culture, Sports and Tourism Bureau	3	1
– 发展局	– Development Bureau	11	11
– 教育局	– Education Bureau	68	41
– 环境及生态局	– Environment and Ecology Bureau	4	1
– 财政司司长办公室	– Financial Secretary’s Office	2	2
– 财经事务及库务局	– Financial Services and the Treasury Bureau	40	16
– 医务卫生局	– Health Bureau	16	12
– 民政及青年事务局	– Home and Youth Affairs Bureau	6	2
– 房屋局	– Housing Bureau	20	12
– 创新科技及工业局	– Innovation, Technology and Industry Bureau	3	1
– 劳工及福利局	– Labour and Welfare Bureau	5	2
– 保安局	– Security Bureau	26	2
– 运输及物流局	– Transport and Logistics Bureau	6	4
路政署	Highways Department	59	43
民政事务总署	Home Affairs Department	88	46
香港天文台	Hong Kong Observatory	4	1
香港警务处	Hong Kong Police Force	57	10
房屋署	Housing Department	463	303
入境事务处	Immigration Department	155	73
政府新闻处	Information Services Department	1	1
税务局	Inland Revenue Department	81	24
创新科技署	Innovation and Technology Commission	5	3
知识产权署	Intellectual Property Department	2	2

接到及已跟进并结案的投诉个案
Complaints Received and Complaints Pursued & Concluded

部门或机构	Department or organisation	接到的投诉个案数目 No. of complaints received	已跟进并结案的投诉个案数目[1] No. of complaints pursued and concluded[1]
司法机构政务长	Judiciary Administrator	14	6
劳工处	Labour Department	54	24
土地注册处	Land Registry	9	2
地政总署	Lands Department	221	119
法律援助署	Legal Aid Department	60	19
康乐及文化事务署	Leisure and Cultural Services Department	199	100
海事处	Marine Department	14	5
通讯事务管理局办公室	Office of the Communications Authority	19	8
政府资讯科技总监办公室	Office of the Government Chief Information Officer	2	0
破产管理署	Official Receiver's Office	10	5
规划署	Planning Department	12	4
邮政署	Post Office	38	21
香港电台	Radio Television Hong Kong	4	2
差饷物业估价署	Rating and Valuation Department	11	3
选举事务处	Registration and Electoral Office	10	3
社会福利署	Social Welfare Department	126	64
工业贸易署	Trade and Industry Department	6	3
运输署	Transport Department	380	253
库务署	Treasury	1	0
水务署	Water Supplies Department	98	50
在职家庭及学生资助事务处	Working Family and Student Financial Assistance Agency	26	16
第2部分：公营机构	**Part 2: Public Organisations**		
会计及财务汇报局	Accounting and Financial Reporting Council	1	0
机场管理局	Airport Authority	12	2
竞争事务委员会	Competition Commission	4	1
消费者委员会	Consumer Council	24	7

接到及已跟进并结案的投诉个案
Complaints Received and Complaints Pursued & Concluded

部门或机构	Department or organisation	接到的投诉个案数目 No. of complaints received	已跟进并结案的投诉个案数目[1] No. of complaints pursued and concluded[1]
雇员再培训局	Employees Retraining Board	6	2
平等机会委员会	Equal Opportunities Commission	24	6
地产代理监管局	Estate Agents Authority	8	2
香港房屋委员会	Hong Kong Housing Authority	8	6
香港房屋协会	Hong Kong Housing Society	27	12
香港金融管理局	Hong Kong Monetary Authority	19	8
香港体育学院有限公司	Hong Kong Sports Institute Limited	4	2
医院管理局	Hospital Authority	188	45
廉政公署	Independent Commission Against Corruption	2	0
保险业监管局	Insurance Authority	14	4
九广铁路公司	Kowloon-Canton Railway Corporation	1	0
立法会秘书处	Legislative Council Secretariat	2	0
强制性公积金计划管理局	Mandatory Provident Fund Schemes Authority	7	5
个人资料私隐专员	Privacy Commissioner for Personal Data	13	5
物业管理业监管局	Property Management Services Authority	29	30
证券及期货事务监察委员会	Securities and Futures Commission	106	5
香港考试及评核局	The Hong Kong Examinations and Assessment Authority	13	5
旅游业监管局	Travel Industry Authority	7	2
市区重建局	Urban Renewal Authority	20	6
职业训练局	Vocational Training Council	20	5
西九文化区管理局	West Kowloon Cultural District Authority	1	2
其他机构[2]	Other Organisations[2]	240	1
合计	**Total**	**4,351**	**2,053**

注释：
1. 包括在上一个年度接到，但在本年度才完成跟进并结案的投诉个案。
2. 「其他机构」是指不在《申诉专员条例》附表1内的机构。

Notes :
1. Including the complaints received in the previous year but pursued and concluded in the prevailing year.
2. “Other Organisations” are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

以查讯方式结案的投诉个案结果
Results of Complaints Concluded by Inquiry

按英文字母顺序排列
in alphabetical order

部门或机构	Department or organisation	以查讯方式结案的投诉个案数目 No. of complaints concluded by inquiry	发现有缺失或不足之处的个案 Cases with inadequacies or deficiencies found
第1部分：政府部门	**Part 1: Government Departments**		
渔农自然护理署	Agriculture, Fisheries and Conservation Department	13	3
建筑署	Architectural Services Department	1	0
审计署	Audit Commission	1	0
屋宇署	Buildings Department	78	24
土木工程拓展署	Civil Engineering and Development Department	2	0
公司注册处	Companies Registry	5	1
惩教署	Correctional Services Department	20	1
香港海关	Customs and Excise Department	12	0
卫生署	Department of Health	30	6
律政司	Department of Justice	4	0
渠务署	Drainage Services Department	5	1
效率促进办公室	Efficiency Office	29	5
机电工程署	Electrical and Mechanical Services Department	5	1
环境保护署	Environmental Protection Department	27	1
消防处	Fire Services Department	17	2
食物环境卫生署	Food and Environmental Hygiene Department	160	47
行政长官办公室总务室	General Office of the Chief Executive's Office	4	2
政府飞行服务队	Government Flying Service	1	0
政府化验所	Government Laboratory	1	0
政府产业署	Government Property Agency	1	0

以查讯方式结案的投诉个案结果
Results of Complaints Concluded by Inquiry

部门或机构	Department or organisation	以查讯方式结案的投诉个案数目 No. of complaints concluded by inquiry	发现有缺失或不足之处的个案 Cases with inadequacies or deficiencies found
政府总部	Government Secretariat		
– 政务司司长办公室	– Chief Secretary for Administration's Office	45	9
– 公务员事务局	– Civil Service Bureau	2	0
– 政制及内地事务局	– Constitutional and Mainland Affairs Bureau	1	0
– 文化体育及旅游局	– Culture, Sports and Tourism Bureau	1	0
– 发展局	– Development Bureau	11	1
– 教育局	– Education Bureau	38	3
– 环境及生态局	– Environment and Ecology Bureau	1	1
– 财政司司长办公室	– Financial Secretary's Office	2	1
– 财经事务及库务局	– Financial Services and the Treasury Bureau	7	0
– 医务卫生局	– Health Bureau	11	4
– 民政及青年事务局	– Home and Youth Affairs Bureau	1	0
– 房屋局	– Housing Bureau	12	0
– 创新科技及工业局	– Innovation, Technology and Industry Bureau	1	0
– 劳工及福利局	– Labour and Welfare Bureau	2	0
– 保安局	– Security Bureau	1	1
– 运输及物流局	– Transport and Logistics Bureau	4	1
路政署	Highways Department	35	4
民政事务总署	Home Affairs Department	39	10
香港天文台	Hong Kong Observatory	1	0
香港警务处	Hong Kong Police Force	10	5
房屋署	Housing Department	270	28
入境事务处	Immigration Department	66	6
政府新闻处	Information Services Department	1	0
税务局	Inland Revenue Department	18	7
创新科技署	Innovation and Technology Commission	2	0
知识产权署	Intellectual Property Department	1	0

以查讯方式结案的投诉个案结果
Results of Complaints Concluded by Inquiry

部门或机构	Department or organisation	以查讯方式结案的投诉个案数目 No. of complaints concluded by inquiry	发现有缺失或不足之处的个案 Cases with inadequacies or deficiencies found
司法机构政务长	Judiciary Administrator	6	0
劳工处	Labour Department	22	1
土地注册处	Land Registry	2	0
地政总署	Lands Department	109	23
法律援助署	Legal Aid Department	19	0
康乐及文化事务署	Leisure and Cultural Services Department	87	11
海事处	Marine Department	5	1
通讯事务管理局办公室	Office of the Communications Authority	8	1
破产管理署	Official Receiver's Office	4	1
规划署	Planning Department	3	0
邮政署	Post Office	19	8
香港电台	Radio Television Hong Kong	1	1
差饷物业估价署	Rating and Valuation Department	3	1
选举事务处	Registration and Electoral Office	3	2
社会福利署	Social Welfare Department	57	7
工业贸易署	Trade and Industry Department	2	0
运输署	Transport Department	213	60
水务署	Water Supplies Department	44	10
在职家庭及学生资助事务处	Working Family and Student Financial Assistance Agency	12	0

以查讯方式结案的投诉个案结果
Results of Complaints Concluded by Inquiry

部门或机构	Department or organisation	以查讯方式结案的投诉个案数目 No. of complaints concluded by inquiry	发现有缺失或不足之处的个案 Cases with inadequacies or deficiencies found
第2部分：公营机构	**Part 2: Public Organisations**		
机场管理局	Airport Authority	2	1
竞争事务委员会	Competition Commission	1	0
消费者委员会	Consumer Council	4	3
雇员再培训局	Employees Retraining Board	2	0
平等机会委员会	Equal Opportunities Commission	6	0
地产代理监管局	Estate Agents Authority	2	1
香港房屋委员会	Hong Kong Housing Authority	6	3
香港房屋协会	Hong Kong Housing Society	11	2
香港金融管理局	Hong Kong Monetary Authority	8	1
香港体育学院有限公司	Hong Kong Sports Institute Limited	2	0
医院管理局	Hospital Authority	43	13
保险业监管局	Insurance Authority	3	0
强制性公积金计划管理局	Mandatory Provident Fund Schemes Authority	5	0
个人资料私隐专员	Privacy Commissioner for Personal Data	5	1
物业管理业监管局	Property Management Services Authority	30	6
证券及期货事务监察委员会	Securities and Futures Commission	5	0
香港考试及评核局	The Hong Kong Examinations and Assessment Authority	5	1
旅游业监管局	Travel Industry Authority	2	0
市区重建局	Urban Renewal Authority	4	0
职业训练局	Vocational Training Council	4	0
西九文化区管理局	West Kowloon Cultural District Authority	2	1
其他机构[1]	Other Organisations[1]	1	0
合计	**Total**	**1,771**	**335**

注1.　「其他机构」是指不在《申诉专员条例》附表1内的机构。
Note 1.　"Other Organisations" are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

经全面调查后结案的个案索引
Index of Cases Concluded by Full Investigation

第1部分：政府部门
Part 1 : Government Departments

按英文字母顺序排列
in alphabetical order

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
渔农自然护理署 Agriculture, Fisheries and Conservation Department			
2023/1308	未能提供清晰的指引及指示以识别郊区地图上有管理维修的山径 Failing to provide clear guidelines and instructions on how to identify maintained trails on countryside maps	不成立 Unsubstantiated	0
建筑署 Architectural Services Department			
2023/0522B	延误维修某泳池淋浴间的热水供应系统 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	不成立 Unsubstantiated	0
屋宇署 Buildings Department			
2022/1619E	没有适当跟进某村屋的违规僭建问题 Failing to properly follow up on the unauthorised building works of a village house	部分成立 Partially substantiated	2
2022/3740	未有处理投诉人举报的多项违例建筑工程及回复他的查询 Failing to handle the complainant's report of numerous unauthorised building works and reply to his queries	部分成立 Partially substantiated	2
2022/4011	延误跟进就僭建物发出的清拆令 Delay in following up on a removal order issued against unauthorised buildings works	成立 Substantiated	1
2023/0088B	延误处理投诉人的渗水个案 Delay in handling the complainant's seepage case	成立 Substantiated	0
2023/0153(I)	未有妥善处理索取某大厦的历史文件的要求 Failing to properly handle a request for historical documents of a building	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
公司注册处 Companies Registry			
2023/1018	未有妥善处理投诉人有关某公司误用其住址作注册地址的投诉 Failing to properly handle the complainant's complaint about a company mistakenly using his residential address as its registered address	不成立 Unsubstantiated	0
卫生署 Department of Health			
2022/0792	(1) 迟迟未能向投诉人发出资料正确的隔离文件（成立）；以及 (2) 处理投诉人的个案做法相当混乱，重复发出隔离文件，而每次文件都列载不同的隔离期（成立） (1) Delay in issuing a correct isolation document to the complainant (substantiated); and (2) Extremely unorganised handling of the complainant's case in that the Department had repeatedly issued isolation documents each bearing a different isolation period (substantiated)	成立 Substantiated	3
2022/2969B	没有向公众及其他政府部门解释有关2019冠状病毒病康复人士在同住家人确诊后的检疫安排 Failing to explain to the public and other Government departments the quarantine arrangements for recovered COVID-19 patients in case of any new confirmed cases in the same household	不成立 Unsubstantiated	0
2022/3659A	(1) 投诉人父亲在身故前接种新冠疫苗之后出现的异常事件，有关当局的跟进工作极不透明，而家属亦无从知悉当局所作的跟进（不成立）；以及 (2) 拒绝提供专家委员会的关联评估（不成立） (1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (unsubstantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	不成立 Unsubstantiated	0

经全面调查后结案的个案索引
Index of Cases Concluded by Full Investigation

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2023/0201	尽管一名外籍家庭佣工已向卫生署澄清已遵从2019冠状病毒病强制检测规定，并获该署确认她已遵办，但该署仍错误地向她发出检测令及其后的跟进信件 Mistakenly issuing the COVID-19 Compulsory Testing Order and relevant follow-up letters to a foreign domestic helper despite her clarification and DH's confirmation of her compliance with the testing requirement	成立 Substantiated	3
渠务署 Drainage Services Department			
2023/0990A	与地政总署互相推卸责任，延误处理某幅政府土地的水浸问题 Delay in handling the flooding problem on a piece of Government land due to the shifting of responsibility between the Department and the Lands Department	不成立 Unsubstantiated	0
效率促进办公室 Efficiency Office			
2023/0135C	没有将有关悬挂褪色及破损的国旗及区旗的投诉转介予负责部门 Failing to refer a complaint about flying faded and damaged national flags and regional flags to the relevant department(s)	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	2
机电工程署 Electrical and Mechanical Services Department			
2022/3578	重复要求投诉人提交资料以证明产品符合安全规格 Repeatedly requiring the complainant to submit information to prove that the products concerned met the safety requirements	部分成立 Partially substantiated	1
2023/0522C	延误维修某泳池淋浴间的热水供应系统 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	不成立 Unsubstantiated	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
环境保护署 Environmental Protection Department			
2022/1619F	在劝谕涉嫌排放污水的处所负责人后，没有进一步执法 Failing to take further enforcement action after giving advice to the person in charge of a premises suspected of discharging effluent	不成立 Unsubstantiated	2
2022/3620	未有采取适当行动，以关闭两间持续无牌经营的混凝土厂 Failing to take proper actions to close down two concrete batching plants continuously operating without a valid licence	不成立 Unsubstantiated	0
2023/1195D	未有解决某海滨长廊长期摆放建筑废料、机器、船只等物品的问题 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
消防处 Fire Services Department			
2023/0403B	未有就投诉人要求退回银行担保作正面回复 Lack of positive response to the complainant's request for return of Bank Guarantees	成立 Substantiated	1
食物环境卫生署 Food and Environmental Hygiene Department			
2022/1619A	安排身穿制服及乘坐政府车辆的职员巡查涉嫌无牌经营食物业的处所，但没有安排夜间巡查及回复投诉人有关垃圾堆积的问题 Arranging inspections on an allegedly unlicensed food premises by uniformed staff and staff arriving in government vehicles, but failing to arrange night time inspections and reply to the complainant about the issue of piling of refuse	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	3

经全面调查后结案的个案索引
Index of Cases Concluded by Full Investigation

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2022/2602	(1) 未有妥善管理某公众街市（不成立）； (2) 未有跟进及回复投诉人的投诉（部分成立）；以及 (3) 未有对违规摊档进行执管行动及终止有关租户的租约，然后就有关摊档进行公开竞投（不成立） (1) Improper management of a public market (unsubstantiated); (2) Failing to follow up on and respond to the complainant's complaints (partially substantiated); and (3) Failing to regulate the irregularities and terminate the tenancies of the stall tenants who breached the tenancy agreements and then put up those stalls for public auction (unsubstantiated)	部分成立，并另有不足 Partially substantiated and other inadequacies found	5
2022/2840	未有妥善管理某公众街市 Improper management of a public market	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	5
2022/3803	(1) 无理拒绝就一宗渗水投诉到事涉处所突击量度湿度值，转换个案主任，以及终止调查（不成立）； (2) 延误回复职员投诉（不成立）；以及 (3) 没有回复电话和留言讯息（未有定论） (1) Unreasonably refusing to conduct surprise moisture content checks at the subject premises of a water seepage complaint, change the case officer and terminate the investigation (unsubstantiated); (2) Delay in replying to a staff complaint (unsubstantiated); and (3) Failing to reply to telephone calls and voice messages (inconclusive)	不成立 Unsubstantiated	0
2023/0088A	延误处理投诉人的渗水个案 Delay in handling the complainant's seepage case	不成立 Unsubstantiated	0
2023/0208A	对某批发市场外杂物阻街的问题执法不力 Ineffective enforcement against street obstruction by miscellaneous articles outside a wholesale market	不成立 Unsubstantiated	0
2023/0503A	对某批发市场外杂物阻街的问题执法不力 Ineffective enforcement against street obstruction by miscellaneous articles outside a wholesale market	不成立 Unsubstantiated	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2023/0824	就某大排档非法扩展营业范围引致阻街一事执法不力 Ineffective enforcement against street obstruction caused by unauthorised extension of business area of a cooked food stall	不成立 Unsubstantiated	0
2023/1195C	未有解决某海滨长廊长期摆放建筑废料、机器、船只等物品的问题 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
2023/2751	有第三者在场时填写并向投诉人发出「定额罚款通知书」，危害投诉人的私隐 Completing a fixed penalty notice for issuance to the complainant in the presence of a third party, prejudicing the privacy of the complainant	成立 Substantiated	0
政府物流服务署 Government Logistics Department			
2023/0403A	未有就投诉人要求退回银行担保作正面回复 Lack of positive response to the complainant's request for return of Bank Guarantees	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	1
政府总部 – 政务司司长办公室 Government Secretariat – Chief Secretary for Administration's Office			
2023/0135B	没有按《关于展示及使用国旗、国徽及区旗、区徽的规定》跟进有关悬挂褪色及破损的国旗及区旗的投诉 Failing to follow up on a complaint about flying faded and damaged national and regional flags in accordance with the Stipulations for the Display and Use of the National Flag and National Emblem and the Regional Flag and Regional Emblem	部分成立 Partially substantiated	2
政府总部 – 教育局 Government Secretariat – Education Bureau			
2022/2969A	未有向学校提供清晰指引，阐明对2019冠状病毒病康复学生的检疫要求，以致投诉人儿子在康复后因家人确诊而被学校拒绝复课 Failing to provide clear guidelines for schools on the quarantine requirements for students recovering from COVID-19, resulting in the complainant's son being refused by his school to resume classes due to a new confirmed case in the family	部分成立 Partially substantiated	0

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2023/1747	无理拒绝让某小学在2023/24学年继续开办小一 Unreasonably refusing to allow a primary school to continue operating Primary One classes in the 2023/24 school year	不成立 Unsubstantiated	0
2023/1894	无理拒绝让某小学在2023/24学年继续开办小一 Unreasonably refusing to allow a primary school to continue operating Primary One classes in the 2023/24 school year	不成立 Unsubstantiated	0
政府总部 – 医务卫生局 Government Secretariat – Health Bureau			
2022/3659C	(1) 投诉人父亲在身故前接种新冠疫苗之后出现的异常事件，有关当局的跟进工作极不透明，而家属亦无从知悉当局所作的跟进（成立）；以及 (2) 拒绝提供专家委员会的关联评估（不成立） (1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (substantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	部分成立 Partially substantiated	1
政府总部 – 民政及青年事务局 Government Secretariat – Home and Youth Affairs Bureau			
2022/3610	在没有进行咨询的情况下，不当地单方面终止互助委员会计划 Improper and unilateral termination of the Mutual Aid Committee Scheme without prior consultation	不成立 Unsubstantiated	0
政府总部 – 保安局 Government Secretariat – Security Bureau			
2023/1893(I)	无理拒绝有关索取社区隔离设施每日入住数据的要求 Unreasonably refusing a request for information relating to daily occupancy of community isolation facilities	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
路政署 Highways Department			
2023/1195B	未有解决某海滨长廊长期摆放建筑废料、机器、船只等物品的问题 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
民政事务总署 Home Affairs Department			
2022/1972A	没有妥善处理五座建于认可殡葬区外的坟墓 Improper handling of five graves built outside a permitted burial ground	成立 Substantiated	3
2022/3692B	延误向地政总署提供有关一座怀疑属山边非法殡葬的金塔坟墓的资料 Delay in providing information to the Lands Department regarding an urn suspected to be illegal hillside burial	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	1
2023/0135A	没有在地区层面跟进有关悬挂褪色及破损的国旗及区旗的投诉 Failing to take follow-up action at the district level regarding a complaint about flying faded and damaged national flags and regional flags	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	1
2023/0208B	没有积极协调部门处理某批发市场外的违规问题 Failing to take positive steps to coordinate departments' handling of the irregularities outside a wholesale market	不成立 Unsubstantiated	0
2023/0503B	没有积极协调部门处理某批发市场外的违规问题 Failing to take positive steps to coordinate departments' handling of the irregularities outside a wholesale market	不成立 Unsubstantiated	0
2023/1195E	未有解决某海滨长廊长期摆放建筑废料、机器、船只等物品的问题 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0

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2023/2289A	没有妥善处理某乡村的村屋非法占用政府土地的违规问题，有推卸责任之嫌 Failing to properly handle illegal occupation of Government land by village houses in a village, which amounted to shirking of responsibility	不成立 Unsubstantiated	0
房屋署 Housing Department			
2022/2920	(1) 没有妥善跟进投诉人的噪音投诉（部分成立）； (2) 没有书面回复或认收投诉人多次以「举报滥用公屋邮柬」作出的举报（成立）；以及 (3) 没有妥善跟进投诉人的滥用公屋举报（部分成立） (1) Failing to properly follow up on the noise complaints lodged by the complainant (partially substantiated); (2) Lack of a written reply to or acknowledgement of receipt of reports made by the complainant using the Tenancy Abuse Report Aerogramme (substantiated); and (3) Failing to properly follow up on the complainant's reports of tenancy abuse (partially substantiated)	部分成立 Partially substantiated	5
2022/3706	(1) 错误地取消投诉人就租用某屋村商铺的投标资格（投诉不成立，但机构另有缺失）；以及 (2) 没有让投标者知悉审批标书的准则及优次取舍，有违公开公平原则（成立） (1) Mistakenly disqualified the complainant from bidding for the rental of a shop in a housing estate (unsubstantiated but other inadequacies found); and (2) Failing to make available to bidders the criteria for approving tenders and factors in determining priority, which was in contrary to the principles of transparency and fairness (substantiated)	部分成立 Partially substantiated	2

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2023/0079A	(1) 长久以来误导投诉人无须删除其女儿的户籍，但又突然要求投诉人提交证明文件，以申请删除其女儿的户籍（不成立）；以及 (2) 无理拒绝接纳投诉人提交的证明文件，延误处理投诉人删除女儿户籍的申请（不成立）	不成立	0
	(1) Having misled the complainant for a long time that deletion of her daughter's residence was unnecessary, the Department suddenly required the complainant to submit supporting document for applying for deletion of her daughter from the tenancy (unsubstantiated); and (2) Unreasonably refusing to accept the complainant's supporting document and delaying the handling of the complainant's application for deletion of her daughter's residence (unsubstantiated)	Unsubstantiated	
入境事务处 Immigration Department			
2023/2469	(1) 投诉人在申请香港特别行政区护照时，透过网上系统上载照片，但照片不合规格，部门却没有通知投诉人（不成立）； (2) 即使投诉人上载的照片不合规格，部门仍然容许投诉人预约领取护照（成立）；以及 (3) 只以电邮通知投诉人，而没有致电通知他们其上载的照片不合规格（不成立）	部分成立	2
	(1) Failing to inform the complainants that the photographs they uploaded for applying for HKSAR passports did not meet the specifications despite that such photographs were successfully submitted through the internet (unsubstantiated); (2) Allowing the complainants to make appointment bookings for collection of their HKSAR passports despite that their uploaded photographs did not meet the specifications (substantiated); and (3) Informing the complainants that their uploaded photographs did not meet the specifications by email only, without calling them as well (unsubstantiated)	Partially substantiated	

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地政总署 Lands Department			
2022/1619B	没有就某村屋非法占用政府土地即时采取土地管制行动，亦没有就该村屋未补地价而经营食物业一事回复投诉人 Failing to take prompt land enforcement action against illegal occupation of Government land by a village house and reply to the complainant about the operation of food business at the village house without payment of regrant premium	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	2
2022/1972B	没有妥善处理五座建于认可殡葬区外的坟墓 Improper handling of five graves built outside a permitted burial ground	不成立 Unsubstantiated	0
2022/3692A	没有适时及妥善回复投诉人就一座金塔坟墓怀疑属山边非法殡葬的查询或举报 Failing to reply to the complainant's enquiry or report about an urn suspected to be illegal hillside burial in a timely and appropriate manner	成立 Substantiated	1
2023/0990B	与渠务署互相推卸责任，延误处理某幅政府土地的水浸问题 Delay in handling the flooding problem on a piece of Government land due to the shifting of responsibility between the Department and the Drainage Services Department	不成立 Unsubstantiated	0
2023/1195A	未有解决某海滨长廊长期摆放建筑废料、机器、船只等物品的问题 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
2023/2289B	没有妥善处理某乡村的村屋非法占用政府土地的违规问题，有推卸责任之嫌 Failing to properly handle illegal occupation of Government land by village houses in a village, which amounted to shirking of responsibility	部分成立 Partially substantiated	1

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
康乐及文化事务署 Leisure and Cultural Services Department			
2022/3487	(1) 未能有效巡视某游泳池，以致投诉人在授泳区内一条泳线游泳时，被正在习泳的其他泳客撞击头部（不成立）；以及 (2) 未有按程序规范授泳活动只能在指定公众授泳区内进行，将不同类型的泳池使用者分流（成立） (1) Ineffective patrol at a swimming pool, causing the complainant to be hit at the head by other swimmers under coaching while swimming in one of the coaching lanes (unsubstantiated); and (2) Failing to follow the procedures for confining coaching activities to the designated public coaching area to separate different types of pool users (substantiated)	部分成立 Partially substantiated	3
2022/3895(I)	拒绝提供公共图书馆下架或注销书籍的资料 Refusing to provide information of books removed or withdrawn from public library shelves	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	0
2023/0522A	延误维修某泳池淋浴间的热水供应系统 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	1
2023/2178(I)	拒绝提供香港公共图书馆购入的中文书籍名单 Refusing to provide the list of Chinese books purchased by the Hong Kong Public Libraries	不成立 Unsubstantiated	0
2023/2775A	容许读者利用图书馆内的影印机复印书本，但对于投诉人拍下某书的封面以便稍后借阅该书的做法，却无理地视为侵犯版权行为 Unreasonably regarding the complainant’s taking photograph of a book cover for the sake of borrowing the book later on an infringement of copyright while allowing readers to photocopy books using the photocopiers provided by libraries	不成立 Unsubstantiated	0

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规划署 Planning Department			
2022/4287	(1) 给投诉人的书面回复内容有误（不成立）； (2) 没有按程序将事涉规划许可申请的补充资料上载网页，以及没有适切回复投诉人的相关查询（成立）； (3) 事涉规划许可申请的咨询程序不公，包括没有给予公众人士充足机会及时间表达意见（不成立）； (4) 没有适当处理及公布区议会及公众人士就事涉规划许可申请提出的意见（不成立）； (5) 没有充分考虑事涉规划许可申请是否恰当，便呈交或推荐给城市规划委员会审批（不成立）；以及 (6) 有关申请书及讨论文件只有英文版本或中文撮要，欠缺完整中文版，妨碍大众理解（不成立）	部分成立	1
	(1) Inaccurate contents in a written reply to the complainant (unsubstantiated); (2) Failing to upload the supplementary information of an application for planning permission to the website in accordance with the procedures and properly reply to the complainant's related enquiries (substantiated); (3) Unfair procedures for consultation on the application for planning permission, including that the public were not given sufficient opportunity and time to give comments (unsubstantiated); (4) Failing to properly handle and publish the views from the District Council and members of the public on the application for planning permission (unsubstantiated); (5) Submitting or referring the application for planning permission to the Town Planning Board for approval without giving due consideration to whether the application was appropriate (unsubstantiated); and (6) Providing only an English version or a Chinese summary but not a full Chinese version of the application form and discussion paper, posing an obstacle to public understanding (unsubstantiated)	Partially substantiated	

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香港电台 Radio Television Hong Kong			
2023/2890(I)	无理拒绝索取某电视节目的复本的要求 Unreasonably refusing a request for a copy of its television programme	不成立 Unsubstantiated	0
社会福利署 Social Welfare Department			
2022/2969C	没有向课余托管服务受资助机构提供具体防疫指引，以致投诉人儿子在2019冠状病毒病康复后因家人确诊而被某机构拒绝提供课余托管服务 Failing to provide specific guidelines for subvented organisations offering after-school care service, resulting in the complainant's son being refused such service by an organisation after his recovery from COVID-19 due to a new confirmed case in the family	部分成立 Partially substantiated	0
2023/0079B	没有妥善处理投诉人索取文件的要求 Failing to properly handle the complainant's request for document	不成立 Unsubstantiated	0
2023/0291	(1) 延误回复投诉人（部分成立）；以及 (2) 没有妥善处理对某护老院舍的投诉（部分成立） (1) Delay in giving a reply to the complainant (partially substantiated); and (2) Failing to properly handle the complainant's complaint against a care home for the elderly (partially substantiated)	部分成立 Partially substantiated	5
工业贸易署 Trade and Industry Department			
2023/1155	就输入无需取得内地出口许可的货物，要求提供内地部门签发的出口许可证明 Demanding provision of an export licence issued by the Mainland authority for the import of goods not requiring such a licence	不成立 Unsubstantiated	0

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运输署 Transport Department			
2022/2992	(1) 不当地处理投诉人因须遵守检疫令而提出的驾驶考试延期申请（投诉不成立，但机构另有缺失）；以及 (2) 给投诉人的回复有错漏（部分成立） (1) Improper handling of the complainant's application for postponement of driving test for compliance with a quarantine order (unsubstantiated but other inadequacies found); and (2) Its reply to the complainant had error and omission (partially substantiated)	部分成立 Partially substantiated	2
2022/3119	不当地向他人提供投诉人名下登记车辆的车辆登记细节证明书 Improper disclosure of the Certificate of Particulars of Vehicle of a vehicle registered in the complainant's name	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	5
2022/3139	(1) 延误举行自订车辆登记号码拍卖（不成立）； (2) 通知申请人参加拍卖的通知期太短（不成立）； (3) 单以挂号信方式通知申请人参加拍卖（不成立）；以及 (4) 把疫情期间邮差不会要求收件人签署须签收的邮件的责任推卸给邮政署（不成立） (1) Delay in holding an auction of Personalised Vehicle Registration Marks (unsubstantiated); (2) Giving a very short notice to applicants for notifying them to participate in the auction (unsubstantiated); (3) Using Registered Mail as the only means to notify applicants to participate in the auction (unsubstantiated); and (4) Shifting to the Post Office the responsibility of postmen not requiring recipients to sign to acknowledge receipt of mail items during the pandemic (unsubstantiated)	不成立 Unsubstantiated	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2022/3263	(1) 不当地处理投诉人因须遵守隔离令而提出的驾驶考试延期申请（投诉不成立，但机构另有缺失）；以及 (2) 没有以相同方法处理须遵守隔离令和检疫令的考生的驾驶考试延期申请（成立） (1) Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order (unsubstantiated but other inadequacies found); and (2) Inconsistent handling of applications for postponement of driving test submitted by candidates under isolation and quarantine orders (substantiated)	部分成立 Partially substantiated	2
2022/3299	不当地处理投诉人因须遵守隔离令而提出的驾驶考试延期申请 Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order	不成立 Unsubstantiated	0
2022/3507	不当地处理投诉人因须遵守隔离令而提出的驾驶考试延期申请 Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order	不成立 Unsubstantiated	0
2022/3547	不当地处理投诉人因须遵守检疫令和隔离令而提出的驾驶考试延期申请 Improper handling of the complainant's application for postponement of driving test for compliance with quarantine and isolation orders	部分成立 Partially substantiated	2
2022/3855	没有妥善处理有人收取金钱代他人申请运输署「大屿山自驾游计划」许可证藉以牟利的问题 Failing to properly deal with the problem of someone making profit by applying for other people for permits under the "Driving on Lantau Island Scheme"	部分成立 Partially substantiated	0
2022/4357	未有按订明准则处理某区的2022/23年度巴士路线计划 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0

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2023/0044	未有按订明准则处理某区的2022/23年度巴士路线计划 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0064	未有按订明准则处理某区的2022/23年度巴士路线计划 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0070	没有妥善处理有人涉嫌以不正当方法抢占运输署「大屿山自驾游计划」许可证的申请配额藉以牟利的问题 Failing to properly deal with the problem of someone allegedly using illegitimate means to grab the quotas for permits to be issued under the "Driving on Lantau Island Scheme" to make profit	部分成立 Partially substantiated	0
2023/0251	寄失投诉人的「易通行」车辆贴，以及无理要求投诉人亲身到「易通行」服务中心补领车辆贴 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and unreasonably requesting the complainant to visit an HKeToll customer service centre for a replacement	成立 Substantiated	0
2023/0302	未有按订明准则处理某区的2022/23年度巴士路线计划 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0410	寄失投诉人的「易通行」车辆贴，以及「易通行」热线无人接听和投诉不获回复 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and failing to answer the complainant's call to the HKeToll hotline and reply to the complaint	成立 Substantiated	0
2023/0419	寄失投诉人的「易通行」车辆贴 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery	成立 Substantiated	0
2023/0441	寄失投诉人的「易通行」车辆贴，以及「易通行」热线无人接听 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and failing to answer the complainant's call to the HKeToll hotline	成立 Substantiated	0

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2023/0560	遗漏处理投诉人的「易通行」车辆贴申请 Omitting to handle the complainant's application for an HKeToll Vehicle Tag	部分成立 Partially substantiated	0
2023/0696	(1) 投诉人现有往来香港和澳门的跨境私家车配额于2023年4月到期，而新配额最早于2023年5月才可使用，但运输署无理地不接受他于2023年2月递交的新配额申请，而且就他对该署的质疑给予前后不一致的回复（部分成立）； (2) 没有因应疫情为配额自动续期三年，做法欠缺灵活及弹性（不成立）；以及 (3) 没有在配额抽签前要求申请人提供相关证明资料以作过滤，以致出现很多不合资格的中签人，降低行政效率（不成立） (1) Unreasonably refusing to accept the complainant's new application, which was made in February 2023, for Hong Kong and Macao cross-boundary private cars quota despite that his existing quota would expire in April 2023 while the new quotas could only be used starting from May 2023 the earliest, and giving inconsistent replies to the complainant's queries (partially substantiated); (2) Being rigid and inflexible in processing quota applications by not allowing automatic renewal of quotas, in view of the pandemic, for 3 years (unsubstantiated); and (3) Failing to require applicants to provide relevant information for screening purpose before drawing ballots, resulting in the appearance of many successful but ineligible applicants and reduced administrative efficiency (unsubstantiated)	部分成立 Partially substantiated	1
2023/1631	在投诉人更新地址后，仍旧将信件邮寄至其旧地址 Sending letters to the complainant's previous address despite that he had already updated his address	投诉不成立，但机构另有缺失 Unsubstantiated but other inadequacies found	2

经全面调查后结案的个案索引
Index of Cases Concluded by Full Investigation

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
2023/1790	(1) 「易通行」系统经常无法正确读取「两件式装置」的司机卡，但运输署仍推展「易通行」至其他隧道（不成立）；以及 (2) 未有妥善处理投诉人就车辆贴和司机卡的读取情况反映的意见，以及有关「两件式装置」的适用范围的查询（成立）	部分成立	0
	(1) Extending the implementation of HKeToll to other tunnels even though HKeToll system often failed to read the Driver Card of the two-piece device (unsubstantiated); and (2) Failing to properly handle the complainant's feedback on reading of the Driver Card and Vehicle Tag and enquiry about the coverage of the two-piece device (substantiated)	Partially substantiated	
2023/2765	(1) 「易通行」系统经常无法感应司机卡，导致隧道费须从车主的户口扣除（不成立）；以及 (2) 「易通行」热线职员未有妥善回应投诉人有关上述问题的查询（成立）	部分成立	0
	(1) Tunnel fee had to be deducted from the vehicle owner's account because HKeToll system often failed to read the Driver Card (unsubstantiated); and (2) Failure by HKeToll Hotline staff to properly answer the complainant's enquiry about the above-mentioned problem (substantiated)	Partially substantiated	
2023/2873(I)	(1) 拒绝提供有关违反交通规例或行为不当的驾驶教师的资料（不成立）；以及 (2) 没有及时更新驾驶教师名册（成立）	部分成立	1
	(1) Refusing to provide information about driving instructors in breach of traffic regulations or involving misconduct (unsubstantiated); and (2) Failing to update the name list of driving instructors in a timely manner (substantiated)	Partially substantiated	

第2部分：公营机构
Part 2 : Public Organisations

个案编号 Case No.	投诉事项 Complaint	整体结论 Overall Conclusion	建议数目 No. of Recom-mendations
医院管理局 Hospital Authority			
2022/3659B	(1) 投诉人父亲在身故前接种新冠疫苗之后出现的异常事件，有关当局的跟进工作极不透明，而家属亦无从知悉当局所作的跟进（不成立）；以及 (2) 拒绝提供专家委员会的关联评估（不成立）	不成立	0
	(1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (unsubstantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	Unsubstantiated	
市区重建局 Urban Renewal Authority			
2023/1886A	(1) 无理拒绝披露「有需要人士维修自住物业津贴计划」下某项维修工程的实际津贴金额及计算方法（不成立）；以及 (2) 就某项维修工程批出的津贴金额过低（投诉不成立，但机构另有缺失）	投诉不成立，但机构另有缺失	1
	(1) Unreasonably refusing to disclose the actual amount and the computation of a grant for a maintenance works project under the Building Maintenance Grant Scheme for Needy Owners (unsubstantiated); and (2) Offering a grant amount too small for a maintenance works project (unsubstantiated but other inadequacies found)	Unsubstantiated but other inadequacies found	
职业训练局 Vocational Training Council			
2023/2455(R)	没有按职业训练局的《公开资料守则》处理有关某段影片的索取资料要求	部分成立	1
	Failing to handle a request for information regarding a film footage in accordance with the Code on Access to Information adopted by the Vocational Training Council	Partially substantiated	

经全面调查后结案的个案撮要选录
Summaries of Selected Cases Concluded by Full Investigation

按英文字母顺序排列
in alphabetical order

卫生署、教育局及社会福利署
Department of Health, Education Bureau and Social Welfare Department

卫生署 DH　不成立　Unsubstantiated
教育局及社署 EDB and SWD　部分成立　Partially substantiated

就新冠病毒病康复人士在家人其后确诊的检疫及复课安排有欠清晰

投诉人两名儿子在确诊2019冠状病毒病康复后因同住家人其后确诊，被学校拒绝回校复课和被课余托管（「课托」）中心拒绝提供课托服务。投诉人投诉卫生署没有向公众及其他部门解释康复人士就上述情况的检疫安排；教育局及社会福利署（「社署」）亦没有就上述情况分别向学校和课托中心提供适当指引。

公署的调查发现，卫生署有透过不同渠道发放有关疫情及隔离检疫资讯（包括康复人士即使家人其后确诊亦无需隔离检疫），但教育局、社署、事涉学校及课托中心却未能完全掌握上述安排。公署认为，卫生署应研究如何有效地向公众传达防疫资讯。

教育局虽有向学校提供《学校健康指引》，却未能预计家长对上述情况会有疑问而及早将相关安排纳入指引内，安排未如理想；社署亦只是笼统地要求课托中心自行参考卫生防护中心的防疫指引。公署认为，上述两部门应适时向学校和课托中心提供具体防疫指引及更新有关指引。



Unclear quarantine and class resumption arrangements for COVID-19 recovered persons when their family members were subsequently tested positive

The complainant's two sons, recovered from COVID-19, had been denied by the school to resume class and a After School Care Programme Centre ("ASCP Centre") to receive ASCP service due to their family member tested positive subsequently. The complainant complained against the Department of Health ("DH") for failing to explain to the public and other government departments the quarantine arrangement for recovered persons in the above situation; the Education Bureau ("EDB") and the Social Welfare Department ("SWD") had also failed to provide clear guidelines for the above situations to schools and ASCP Centres respectively.

Our investigation revealed that DH did disseminate information about the COVID-19 epidemic and isolation/quarantine arrangements through different channels, including that a recovered person is not required to undergo quarantine even if their family members have tested positive subsequently. Yet, EDB, SWD, the School and the ASCP Centre had failed to fully grasp the above arrangements. We considered that DH should examine how to disseminate anti-epidemic information to the public effectively.

Although EDB had issued the "Health Protection Measures for Schools" ("the Measures") to schools, it failed to foresee parents may have queries on the above situation and incorporate the relevant arrangements into the above Measures timely, which we considered unsatisfactory. SWD had also only asked ASCP Centres to heed and refer to the relevant guidelines provided by the Centre for Health Protection generally. We considered that EDB and SWD should promptly provide schools and ASCP Centres with clear guidelines and update relevant guidelines and documents.

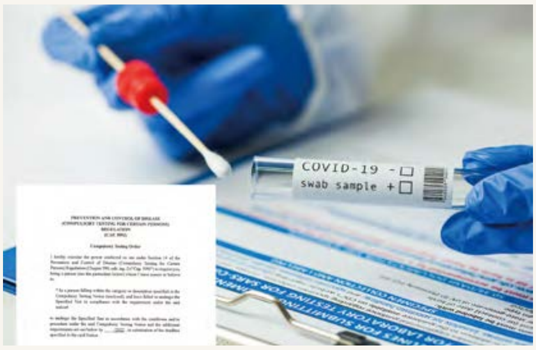
卫生署
Department of Health

卫生署 DH 成立 Substantiated

错误地向一名抵港外籍家庭佣工发出强制检测令及跟进信件

投诉人[1]不满，尽管外籍家庭佣工（「外佣」）在2022年5月从家乡回港后已接受2019冠状病毒病的指明检测，并获卫生署辖下强制检测违例检控办公室（「检控办」）个案主任确认，但该办仍向她发出强制检测令及两封相关跟进信件。

公署的调查发现整件事是由检测中心和检控办的一连串人为失误所造成的。不属卫生署管理的检测中心输入了错误的外佣护照号码，导致检控办采取后续跟进行动；其后检控办的个案主任虽向投诉人确认外佣已遵从检测规定，但该主任仍多次遗漏更新Excel档案之个案状况，而这是结案的关键步骤，因为Excel档案是检控办日后行动的主要记录。该主任没作更新的原因可能是该办给职员的指引不清晰或相关培训不足。此外，公署发现检控办延误跟进本案的强制检测令，反映该办没有机制监察涉嫌未遵办强制检测令而尚未完结的个案之跟进进度。



Mistakenly issuing Compulsory Testing Order and follow-up letters to a foreign domestic helper arriving in Hong Kong

The complainants[1] were dissatisfied that despite the foreign domestic helper having taken the specified COVID-19 test as confirmed by the case officer of the Compulsory Testing Prosecution Office ("CTPO") under the Department of Health ("DH"), CTPO still issued a Compulsory Testing Order ("CTO") and two follow-up letters to the helper arriving in Hong Kong from her country of origin in May 2022.

Our investigation found that the whole incident was caused by a series of human errors in a test centre and CTPO. The test centre, which was not under DH's management, input a wrong passport number of the foreign domestic helper into the test record system, resulting in follow-up actions by CTPO. Subsequently, despite that the CTPO case officer confirmed with the complainants that the helper had complied with the testing requirements, the officer had repeatedly failed to update the case status in the Excel file, which was a crucial step for case curtailment as the Excel file was the master record for CTPO's future actions. The officer's failure to update the Excel file might be due to unclear guideline to staff or insufficient staff training on updating case status. We also found that CTPO had delayed taking follow-up action on the CTO, suggesting that there was no mechanism in CTPO to monitor the progress of follow-up on outstanding cases of suspected non-compliance.

向卫生署提出的建议

- 对外佣发出终结个案确认书
- 检讨有关适当地更新检测记录和个案状况的指引，并加强相关的职员培训
- 检讨及改进有关监察日后同类执法工作进度的机制

Recommendations to DH

- Provide a written confirmation for the conclusion of the helper's case
- Review the guideline and strengthen staff training on properly updating test records and case status
- Review and enhance the mechanism of monitoring progress of similar enforcement action in future

注1. 一名外籍家庭佣工及其雇主

Note 1. A foreign domestic helper and her employer

机电工程署
Electrical and Mechanical Services Department

机电署 EMSD 部分成立 Partially substantiated

重复要求提交电气产品的安全规格资料

投诉人不满机电工程署（「机电署」）重复要求他就其销售的电气产品提交资料，认为该署内部工作交接不周及职员间的沟通不足。

投诉人称，他曾应机电署要求向职员甲提交两款智能厕板的安全规格资料。翌月，职员乙要求投诉人再度提交资料，表示职员甲已退休，而且没有详细交接个案。该署解释投诉人原先提交的资料未能证明产品在有关日期前已获发符合安全规格证明书，故职员乙才联络他要求补交资料。但公署调查发现，该署与投诉人的沟通确有不足。机电署亦称，在进行搜证及检控期间，不便向涉嫌违例者透露详细违规事项。公署并不认同此说法。

调查亦显示，在另一场合中，职员丙要求投诉人提交四款智能厕板（包括上述两款）的检测证明，但没有表明欲获取产品的最新资讯，令投诉人误会职员丙重复索取资料。

公署建议机电署向业界索取资料时，清楚说明，以免产生重复要求提交资料的印象。



Repeated requests for information on electrical products regarding safety requirements

The complainant was dissatisfied with the Electrical and Mechanical Services Department's ("EMSD") repeated requests for information concerning the electrical products he sold. He considered the handover of work and communication between EMSD staff ineffective and inefficient.

Allegedly, upon EMSD's request, the complainant provided Staff A with information concerning the safety requirements of two models of smart toilet seats. However, one month later, Staff B contacted the complainant for the information again due to Staff A's inadequate handover of work before his retirement. EMSD claimed that Staff B's request was justified because the complainant's initial submission could not prove that the products had been issued with safety compliance certificates prior to the relevant date. However, our investigation revealed deficiency in the communication between EMSD and the complainant. EMSD's explanation that its staff should refrain from disclosing fine details of irregularities to suspects when collecting evidence for prosecution was unconvincing.

Our investigation also found that on a separate occasion, Staff C of EMSD requested the complainant to provide safety certificates of four models of smart toilet seats (including the two mentioned above) without specifying his need for the latest product information. Therefore, the complainant mistook it as a duplicated request.

We recommended that EMSD state clearly and explicitly the information required when reaching out to industry practitioners.

环境保护署
Environmental Protection Department

环保署 EPD 不成立 Unsubstantiated

就两间无牌经营的混凝土厂采取的执法行动

投诉人指两间混凝土厂（下称「A厂」和「B厂」）被环境保护署（「环保署」）撤销牌照后继续营运，质疑该署没有干预及关闭工厂。

根据《空气污染管制条例》，混凝土厂的运作须具有效的指明工序牌照。公署调查发现，就A厂在其牌照失效后仍然运作，环保署已循各种途径跟进，包括进行频密的视察、发出空气污染消减通知、提出多宗刑事检控、申请禁制令等。惟现行法例并无赋权该署关闭无牌经营的混凝土厂。B厂的经营者则正就其牌照续期申请被环保署拒绝进行上诉。根据相关规例，牌照在上诉期间继续有效。

公署调查后认为环保署已按其职责范围和现行规管机制采取必要和适当的行动，以处理A厂无牌运作一事，没有证据显示该署在事件中不作为或有行政失当之处。



Enforcement actions against two concrete batching plants operating without a valid licence

The complainant alleged that two concrete batching plants (referred to as "Plant A" and "Plant B") were still in operation despite the Environmental Protection Department's ("EPD") revocation of their licences. He queried EPD for not intervening and shutting down these plants.

According to the Air Pollution Control Ordinance, the operation of concrete batching plants requires a valid Specified Process Licence ("SPL"). Our investigation revealed that EPD had taken various follow-up actions against Plant A's operation without a valid SPL, including conducting frequent inspections, issuing an Air Pollution Abatement Notice, initiating multiple prosecutions, obtaining an injunction order, etc. However, the current legislation did not empower EPD to shut down an unlicensed concrete batching plant. Regarding Plant B, the operator was appealing against EPD's decision of not renewing its SPL. Pursuant to the relevant regulations, the SPL remained valid during the appeal process.

After investigation, we considered EPD to have taken necessary and appropriate actions to tackle Plant A's unlicensed operation according to its jurisdiction and the existing regulatory regime. There was no evidence suggesting inaction or maladministration on the part of EPD in the incident.

经全面调查后结案的个案撮要选录
Summaries of Selected Cases Concluded by Full Investigation

食物环境卫生署及民政事务总署
Food and Environmental Hygiene Department and Home Affairs Department

食环署及民政总署 FEHD and HAD 不成立 Unsubstantiated

对某批发市场的杂物阻街及噪音问题的跟进

两名投诉人不满食物环境卫生署（「食环署」）及民政事务总署（「民政总署」）未能解决于晚上至清晨，某批发市场附近行人路和车路有大量垃圾及杂物造成阻街，以及有电动唧车搬运货物造成过大声响等问题。

公署调查发现，食环署有就杂物阻街执法，包括与香港警务处采取的联合行动；该署不会于晚上11时30分后在批发市场一带提供洁净服务，但一般会在早上7时30分前清扫该处的垃圾及弃置的「卡板」；就职员涉嫌违纪为他人检拾「卡板」，该署已展开纪律调查及提醒工人遵守纪律；民政总署有透过区议会及地区管理委员会与持份者讨论批发市场的情况，并向商贩进行宣传教育。

公署认为，两署大致上已按各自职权范围跟进问题；政府须在批发市场于晚上运作及对附近居民造成影响之间取得平衡；两署应继续密切留意及跟进有关问题。长远而言，政府应积极考虑搬迁批发市场，以彻底解决问题。



Follow-up on obstruction and noise problems caused by a wholesale market

Two complainants were discontented with the failure of the Food and Environmental Hygiene Department ("FEHD") and the Home Affairs Department ("HAD") in resolving the problems of street obstruction caused by large quantities of waste and miscellaneous articles deposited on the pavements and carriageways in the vicinity of a wholesale market and the excessive noise generated by electric pallet trucks used for moving the goods around from night to early morning.

Our investigation revealed that: FEHD had taken enforcement actions against the street obstruction, including conducting joint operations with the Hong Kong Police Force; FEHD would not provide cleansing services in the wholesale market area after 11:30 pm but would normally clear the rubbish and remove the unattended pallets in the area by 7:30 am; FEHD had initiated a disciplinary inquiry into a suspected disciplinary case involving some workers who collected pallets for others and reminded them to behave properly; HAD had discussed the situation of the wholesale market with stakeholders through the District Council and the District Management Committee and communicated with the traders for publicity and education purposes.

We considered FEHD and HAD to have by and large followed up on the problems according to their purview; the Government had to strike a balance between the night-time operation of the wholesale market and its impacts on the nearby residents; FEHD and HAD should keep a close watch and follow up on the problems, while the Government should closely monitor the problems and proactively consider relocating the wholesale market as a long-term solution.

医务卫生局、卫生署及医院管理局
Health Bureau, Department of Health and Hospital Authority

医卫局 HHB 部分成立 Partially substantiated
卫生署及医管局 DH and HA 不成立 Unsubstantiated

就接种新冠疫苗后出现未能预见的严重异常事件的呈报机制

投诉人投诉政府当局在其父亲接种新冠疫苗出现严重异常事件后之跟进行动极不透明，除了没有提供渠道让家属了解当局的跟进行动外，亦拒绝提供专家委员会的关联评估。

公署的调查结果显示，医院管理局（「医管局」）向卫生署呈报投诉人父亲的个案，卫生署按当时处理机制通知医管局相关因果关系评估结果后，因当时的机制没有包括将评估结果通知个别受影响的市民及其家属的程序，故医管局其后没有联络投诉人。此外，卫生署及医务卫生局（「医卫局」）在疫苗接种计划开展一年多后始设立机制，统一程序让申请人向卫生署缴费以获取专家委员会按要求撰写的评估报告。公署认为，当局对申请人索取评估报告的要求的处理进度缓慢，亦未有解释专家委员会并无相关报告，让申请人产生了部门拒绝提供相关资料的印象。医卫局及卫生署现已将索取评估报告的程序加入机制内。



Reporting of unexpected serious adverse events following immunisation with COVID-19 vaccines

The complainant complained that the transparency of the follow-up actions of authorities after the report of serious adverse events following immunisation with COVID-19 vaccines of her late father was extremely low. There was no channel for family members to learn the follow-up actions taken by the authorities, and the authorities had refused to provide the causality assessment by the Expert Committee.

The findings of our investigation revealed that after the Hospital Authority ("HA") had reported the case of the complainant's father to the Department of Health ("DH"), and after DH had notified HA of the relevant causality assessment results in accordance with the prevailing handling mechanism, as the then mechanism did not include the procedure of notifying individual affected persons and their families of the results, HA did not contact the complainant thereafter. In addition, the Health Bureau ("HHB") and DH started to put in place a mechanism more than a year after the commencement of the Vaccination Programme to standardise the procedures for applicants to pay a fee to DH for obtaining the required assessment reports prepared by the Expert Committee. Our Office is of the view that the authorities were slow in handling the applicants' request for the assessment reports and did not explain that the Expert Committee does not have the relevant reports, thus giving the applicants the impression that the Department had refused to provide the relevant information. HA and DH have now incorporated the procedures for requesting assessment reports into the mechanism.

向医卫局提出的建议

- 医卫局于相关网页说明有关查询接种新冠疫苗异常事件因果关系评估结果的资讯，并更新相关指引，指示职员及医护人员向查询人清楚解释现行机制的运作流程

Recommendation to HHB

- To provide information on the handling of enquiries about adverse events following vaccination on the thematic webpage and to strengthen the relevant guidelines to instruct staff and healthcare professionals to clearly explain to enquirers the operational flow of the existing mechanism

前民政事务局
Former Home Affairs Bureau

前民政局 Former HAB 不成立 Unsubstantiated

政府终止互助委员会（「互委会」）计划的决定

投诉人不满前民政事务局（「民政局」）未经适当考虑及没有进行咨询便决定终止互委会计划。

公署调查发现，现行政策没有明文规定决策局／部门必须先进行咨询才可作政策决定。政府在制定政策和作出政策决定时，会考虑个别政策背景及需要等情况而决定需否在事前进行公众咨询。由于终止计划对互委会及其代表的居民有重大影响，持份者期望当局在作出决定前获得咨询，可谓合理。虽然前民政局决定终止计划时已考虑相关因素（如互委会的角色和职能、数目、政府现时与居民的沟通渠道），但当中未有以公开咨询方式邀请持份者表达意见，而是于决定后才去信各互委会交代其决定及依据。这未能符合部分人士就政府在作出重大政策决定前咨询持份者的期望。

总括而言，前民政局在决定取消互委会计划前没有进行公众咨询，并没有违反政府的既定政策和程序。该局经综合考虑多方面的资料后才决定取消计划，故并非未经适当考虑便作出有关决定。惟该局若能于作出决定前与各互委会及持份者充分沟通，当更理想。



Government's decision to terminate the Mutual Aid Committee ("MAC") Scheme

The complainant was dissatisfied with the decision of the former Home Affairs Bureau ("HAB") to terminate the MAC Scheme without proper consideration and consultation.

Our investigation revealed that public consultation is not mandatory in the decision-making process under the Government's prevailing policy. The Government would decide whether prior public consultation is necessary after considering the background and needs of individual policies. Since the termination of the MAC Scheme would have profound impacts on MACs and the residents they represented, it was reasonable for the stakeholders to expect the Government's prior consultation with them before making a decision. While the Bureau had considered relevant factors (e.g. the roles, functions and number of MACs, communication channels between the Government and residents) before deciding to terminate the MAC Scheme, it did not conduct any open consultation to collect stakeholders' views. Instead, the Bureau provided all MACs with a post factum explanation for its decision. This might have fallen short of the expectation of some stakeholders who expected the Government's consultation prior to making important decisions.

In sum, we do not consider the former HAB's decision to terminate the MAC Scheme without prior consultation as violating the Government's established policies and procedures. The Bureau had considered comprehensive information before making the decision. No information revealed that the MAC Scheme was terminated without proper consideration. However, it would have been more desirable if the Government had communicated with various MACs and stakeholders thoroughly before making the decision.

房屋署
Housing Department

房屋署 HD 部分成立 Partially substantiated

对辖下屋村出租铺位的招标安排

投诉人向房屋署提交竞投承租某屋村水电修理铺位的标书，该署以他已在该村经营相同业务为由拒绝接纳。投诉人指该铺位的「投标特别章程」并无列明已在同村经营相同业务的投标者的标书可能不获受理，不满该署错误地认为其标书违反投标章程而取消其投标资格。他亦不满投标者无从知悉该署审批标书的准则及优次取舍。

公署调查发现，香港房屋委员会的相关指引订明，为防止垄断，若同一屋村内有第二间商铺可供经营同一行业的业务，应尽可能不把商铺租予已在该村内经营相同业务的商户，但如没有其他投标者以合理租金竞投，现有租户或会获准租用。就这宗个案，房屋署并无取消投诉人的投标资格，但该署通知投诉人其招标结果时指其标书有「不妥之处」而未获接纳，可能会令投诉人误会其投标资格被取消。公署亦发现，房屋署在招标时未有清楚向投标者说明防止垄断的原则和做法，结果引致争议和投诉。此外，相关招标文件亦未载有审批及优次取舍准则的资料。公署认为，投标者未能知悉标书审核的相关原则，有违合理及公平透明的本意。



Tendering arrangement for the lease of a shop in a housing estate

The complainant submitted a rental tender for a shop designated as "plumbing and electrical repair" in a housing estate, but the tender was rejected by the Housing Department ("HD") because he was already running a shop providing the same services in that housing estate. He alleged that the Special Conditions of Tender of the shop did not specify that tenders from tenderers operating the same trade in the housing estate concerned might be rejected. He was dissatisfied that HD had mistakenly considered his tender being in violation of the conditions and disqualified him from bidding for the lease of the shop, and tenderers had no way or access to ascertain HD's criteria for approving tenders and the factors to be considered in determining priority.

Our investigation revealed that, on prevention of monopoly, the relevant guidelines of the Hong Kong Housing Authority stipulate that where this is a second shop available for operating an existing trade in a housing estate, it should not be leased to the operator running the same trade in the estate if possible. Nevertheless, the existing tenant might be granted the tenancy if no other tenderers offer a reasonable tendered rent for the shop. In this case, HD had not disqualified the complainant from bidding. However, when HD informed him that the failure of his tender was due to "inappropriacy", it might have caused him to misunderstand that he had been disqualified from bidding. Our investigation also revealed that HD had failed to explain clearly to tenderers the principle and practice of prevention of monopoly in the tender process, which led to disputes and complaints. Moreover, the tendering documents of the shop did not mention to tenderers the criteria adopted in scrutinising tenders and factors in determining priority. In our view, not making available to tenderers the principles for approving tenders is against HD's intention to enable reasonable, fair and transparent tender exercises.

向房屋署提出的建议

- 检视通知投标者竞投结果的表述方式，避免引起误解
- 考虑透过合适渠道向投标者说明该署出租商铺时有关防止垄断的通则及审核标书时的其他考虑因素

Recommendations to HD

- Review the description of tender results in the notification letter to tenderers to avoid misunderstanding
- Consider explaining to tenderers through proper channels the general principle of prevention of monopoly and considerations pertinent to the vetting of tenders for leasing shops

运输署
Transport Department

运输署 TD 部分成立 Partially substantiated

处理考生因须遵从隔离令引致的驾驶考试延期申请

投诉人和妻子分别因须遵从隔离令[1]及检疫令[2]而向运输署申请延期参加驾驶考试。投诉人不满该署拒绝他的申请，以及在他表明无任何症状的情况下指他以健康理由提出申请。另一方面，该署安排他妻子补考。投诉人不满该署以不同方法处理须遵从隔离令及检疫令的考生的申请。

公署调查发现，运输署初期处理考生因须遵从隔离令或检疫令而提出的延期申请时，将两者均视作因「非其所能控制的情况」以致不能参加考试的申请；该署只会接纳持有在候试名单之末的考期（「尾期」）仍未失效的考试表格的考生的申请，为他们编配「尾期」作新考期。该署经检讨后为获发检疫令的考生作出特别安排：编配约为「尾期」轮候时间一半的新考期及让考试表格在新考期已失效的考生补购考试表格。另外，由于投诉人确诊2019冠状病毒病，因此运输署认为他的情况「属以健康理由的延期申请」。



Handling of the application for postponing a driving test by a candidate under isolation order

The complainant and his wife had to postpone their driving tests since they had to comply with an isolation order[1] ("IO") and a quarantine order[2] ("QO") respectively. The complainant was dissatisfied that the Transport Department ("TD") rejected his application and considered his application to have been made on medical grounds despite that he had clearly pointed out that he was asymptomatic. Meanwhile, TD rescheduled his wife's test. The complainant was dissatisfied that TD handled applications by candidates having to comply with IO and QO in different ways.

Our investigation revealed that TD initially handled the applications for postponement by candidates having to comply with IO or QO by regarding both as applications made due to circumstances beyond the candidates' control leading to their being unable to attend for the tests. It only accepted those applications made by candidates who were holding Test Forms which were still valid on the end-of-list appointment dates and allocated end-of-list appointments to the candidates as the new test appointments. Upon review, TD made special arrangements for candidates who had to comply with QO: it allocated to them earlier test appointments with waiting time about half of that of end-of-list appointments and allowed them to purchase new Test Forms if their Test Forms would have expired by the new test appointments. Meanwhile, TD considered that the complainant's application for postponement was made on medical grounds since he was confirmed to have been infected with COVID-19.

注释：
1. 疫情期间向确诊人士发出
2. 疫情期间向确诊人士的密切接触者、入境人士等发出

Notes:
1. Issued to infected persons during the pandemic
2. Issued to close contacts of infected persons, inbound persons, etc. during the pandemic

公署认为，运输署因投诉人的考试表格在「尾期」已失效而拒绝他的申请，并无不当。然而，公署认为，该署未能清晰解说以不同方法处理两类申请的原因。另外，公署认为该署指考生以健康理由提出申请会引起误会或争议，而在相关法例下，处理有关申请的重点在于「非其所能控制的情况以致不能到场参加考试」，该署实无需界定考生是否以健康理由提出申请。

We consider it not unreasonable of TD to have rejected the complainant's application since his Test Form would have expired by the new test appointment. Nevertheless, it could not explain clearly why it handled the two types of applications in different ways. Moreover, we consider TD's saying that candidates had made applications on medical grounds had caused misunderstanding or disputes. The key point for handling applications for postponement under the relevant legislation is whether the candidates are through circumstances beyond their control unable to attend for tests. TD actually did not need to delineate whether the candidates had made applications on medical grounds.

向运输署提出的建议

- 检视审批准则，确保公平处理所有考生因「非其所能控制的情况」提出的延期申请
- 检视给因「非其所能控制的情况」提出延期申请的考生的书面回复，避免引起误会并应注意提供适当解释

Recommendations to TD

- To review the approval criteria to ensure that applications for postponement made due to circumstances beyond the candidate's control are handled in a fair manner
- To review the content of its written reply to candidates making applications for postponement due to circumstances beyond their control to avoid misunderstanding and to note that proper explanation should be given

运输署
Transport Department

运输署 TD 部分成立 Partially substantiated

对跨境私家车配额申请的审批

投诉人称，他持有的往来香港和澳门的私家车配额于2023年4月到期，而新配额最早于同年5月才可使用，但运输署无理地不接受他于同年2月递交的新配额申请。此外，他亦指该署没有因应疫情将配额自动续期三年，做法欠灵活，以及没有在配额抽签前要求申请人提供相关证明资料以作过滤，以致出现很多不合资格的中签人，降低行政效率。

运输署认同，如申请人原有配额的有效期在预计新配额生效日期前已届满，应合资格申请新配额。该署会把申请人是否现有配额持有人的审视日期，由截止申请日期改为预计新配额生效日期。公署认为，该署最初的决定确不合情理，但欣悉该署已作检讨和决定作出上述改变。

就其他指称，运输署解释：该署决定在配额有效期届满后重新接受申请的安排是为了让更多人受惠；而现行审核申请的程序可免却处理大量未能中签的申请，有助节省人手。公署接受该署的解释。



Handling of an application for cross-boundary private cars quota

The complainant alleged that the Transport Department ("TD") unreasonably refused to accept his new application made in February 2023 for a Hong Kong and Macao cross-boundary private cars quota, despite that the quota he held would expire in April 2023 while the new quotas could only be used starting from May 2023 the earliest. He also alleged that TD was rigid in processing quota applications, by not allowing automatic renewal of quotas, in view of the pandemic, for 3 years, and failed to require applicants to provide relevant information for screening purposes before drawing ballots for successful applicants, resulting in many ineligible applicants getting selected and the lowering of administrative efficiency.

TD agreed that if an applicant's original quota would have expired before the expected effective date of the new quota, the holder should be eligible for applying for a new quota. In this light, TD would change to use the expected effective date of the new quotas instead of using the closing date of application to determine whether an applicant is a current quota holder. We consider TD's previous decision unreasonable, but are glad to learn that TD had reviewed it and decided to make the said change.

Regarding other allegations, TD explained that re-allocation of quotas upon expiry through open application aims at benefiting more people, and the current application vetting procedures can obviate the need for processing a huge number of unsuccessful applications and thus save manpower. We accept TD's explanation.

向运输署提出的建议

- 尽快落实改善措施，把申请人是否现有配额持有人的审视日期，由截止申请日期改为预计新配额生效日期

Recommendation to TD

- To implement as soon as possible the improvement measure of using the expected effective date of the new quotas to determine whether an applicant was a quota holder, rather than using the closing date of application

运输署
Transport Department

运输署 TD 成立 Substantiated

推行「易通行」计划安排及寄失「车辆贴」

投诉人续领车辆牌照时一并申请「易通行」车辆贴。他投诉运输署寄失其车辆贴。隧道费服务商(「服务商」)职员建议他亲身到服务点补领车辆贴，做法无理，浪费他的时间。

运输署解释，因电脑程式指令出错，令部分申请人的邮寄地址未能完整地由该署的电脑系统转移至「易通行」的系统，以致寄失车辆贴。至于服务商建议投诉人亲身补领车辆贴，运输署承认其处理有不足。运输署其后已与服务商采取改善措施，并就此向投诉人致歉。

此外，运输署早于2021年11月已经开始接受车主登记申请车辆贴，但该署于2023年1月公布将于同年2月实施「易通行」时才发出车辆贴，令大量车主于短时间内同时提出车辆贴申请和查询，以致服务商的人手超出负荷，安排未如理想。事件反映运输署的计划未有预留缓冲时间处理突发问题。公署敦促运输署总结和汲取经验，日后推出新交通计划／措施时，应订立合理的推行时间表，并尽早公布详情。



Loss of vehicle tags in the post and arrangement for implementation of HKeToll

The complainant, when applying for renewal of vehicle licence, applied for a HKeToll vehicle tag ("the vehicle tag") concurrently. He complained against the Transport Department ("TD") for losing his vehicle tag in the post, and that the Toll Service Provider ("TSP") staff had unreasonably suggested him to visit a service outlet for re-issuance of vehicle tag, wasting his time.

TD explained that due to an error in the computer programme instructions, some applicants' mailing addresses could not be completely transferred from the Department's computer system to the HKeToll system, resulting in the loss of the vehicle tags in the post. TD admitted that there are inadequacies on the part of TSP for suggesting the complainant to re-apply for the vehicle tag in person. TD had subsequently taken improvement measures with TSP and apologised to the complainant in this regard.

Besides, TD started accepting registered vehicle owners' ("RVOs") application for vehicle tags back in November 2021, but only issued the vehicle tags in January 2023 when announcing that HKeToll would be implemented in February in the same year. Such arrangement had caused a sudden surge in applications for vehicle tags and enquiries from RVOs within a short time, which exceeded the TSP's capacity. The arrangement was not satisfactory. The incident reflected that there was no buffer reserved for handling unforeseeable events in TD's plan. We urge TD to learn from this case. It should set a reasonable schedule for implementing new transport schemes/measures in future, and announce the details as soon as possible.

改善措施实例
Examples of Improvement Measures

按英文字母顺序排列
in alphabetical order

第1部分：所涉部门及机构在公署进行主动调查行动后已采取的改善措施实例
Part 1: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Direct Investigation Operations

机构（个案编号） **Organisation (Case reference)**	改善措施 **Improvement measures**	类别 **Category**
渔农自然护理署 Agriculture, Fisheries and Conservation Department (DI/445)	• 设立电子平台，让兽医诊所为其客户提交狗只牌照申请，并以电子方式直接通知申请人其狗只牌照已获签发 Established an electronic platform for submitting applications for dog licence by veterinary clinics on behalf of their clients and notifying dog keepers directly of licence issuance by electronic means	(4)
	• 在狗只牌照到期前，以手机短讯形式通知狗只畜养人为其狗只续领牌照 To remind dog keepers to renew dog licences through Short Message Service before expiry of the licences	(4)
屋宇署及地政总署 Buildings Department ("BD") & Lands Department ("LandsD") (DI/452)	屋宇署 BD	
	• 定期向地政总署发出未获提供资料个案的清单，以监察资料互换 To regularly provide LandsD with a list of cases with information outstanding for monitoring information exchange	(2)
	• 简化对新界豁免管制屋宇（「新界村屋」）僭建物的执法程序 Simplified the enforcement procedures for dealing with unauthorised building works ("UBWs") in New Territories Exempted Houses ("NTEHs")	(5)
	• 建立新电子平台，让顾问公司提交所有工作报告，以及加强监察顾问公司的工作表现 Established a new e-platform for submission of all work reports by consultants and for facilitating the monitoring of their performance	(5)
	• 就未获遵从的清拆令送交土地注册处登记的工作订立时间规定，并设立内部监察机制 Specified a time frame for registration of outstanding removal orders with the Land Registry and established a mechanism for internal monitoring	(5)
	• 优先检控持续未有遵从清拆令的个案、涉及四层或以上的新界村屋个案，或正在施工的僭建物个案 Priority of prosecution accorded to cases of persistent non-compliance with removal orders, cases involving NTEHs of four or more storeys, or UBWs under construction	(5)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 不时在社交媒体发布被法庭严惩的个案资料 To publicise convicted cases with heavy penalties through social media from time to time	(7)
	两署 Both Departments	
	• 设立跨部门联络小组，跟进有关新界村屋僭建物的事宜 Set up an inter-departmental liaison group to follow up on matters relating to UBWs in NTEHs	(2)
民航处 Civil Aviation Department (DI/449)	• 与本地主要的滑翔伞组织制订协作指引，并协助它们适时修订操作手册 Drew up collaborative guidelines with major local paragliding associations and help them revise their operational manuals at appropriate time	(1)
	• 在转介有关违规滑翔伞活动或服务的投诉个案予警方前，会从民航安全角度整理及分析涉案资料供警方参考 To collate and analyse information from the perspective of civil aviation safety for the Police's reference before referring complaint cases on allegedly illegal paragliding activities or services to the latter for follow-up	(2)
	• 制定指引以协助警方处理与滑翔伞有关的个案及事故 Formulated a guideline to facilitate the Police's handling of paragliding-related reports and incidents	(2)
	• 透过行政措施与本地滑翔伞组织协作推行滑翔伞活动实名登记制度 Implemented real-name registration scheme for paragliding activities in collaboration with local paragliding associations	(5)
	• 为已实名登记的滑翔伞飞行员编配注册编号及印制标签，以便他们于滑翔伞装备贴上标签并展示编号 Assigned registration numbers to registered paraglider pilots and made labels for them to affix to their paraglider equipment to display their numbers	(5)
	• 为滑翔伞组织编制调查报告范本，以便它们按协作指引要求进行意外及事故调查；并会因应调查结果与执法机构作出跟进 Prepared investigation report templates for paragliding associations for their investigation of paragliding accidents and incidents in accordance with the requirements of collaborative guidelines, and will take further follow-up action together with law enforcement agencies based on the investigation results	(5)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 定期派员到本地提供滑翔伞航空服务的热门地点巡查，以检视相关许可证持有人提供滑翔伞航空服务的实地操作 To carry out regular on-site inspections of the operations of paragliding air services provided by relevant permit holders at the hotspots of such services	(5)
	• 制作宣传短片，以加强公众对滑翔伞活动安全及许可证制度的认识 Produced a promotional video to enhance public awareness about the safety of paragliding activities and the relevant permit system	(7)
食物环境卫生署 Food and Environmental Hygiene Department (DI/403)	在新签订的街市摊档租约加入条款，订明政府对街市保养、修理及改善工程的权责，以及对承租人的规定 Introduced an additional clause to newly signed tenancy agreements for market stalls, stipulating the Government's power and responsibility for carrying out maintenance, repair and improvement works in public markets, as well as the obligations of tenants	(5)
食物环境卫生署 Food and Environmental Hygiene Department (DI/416)	加强对街市管理问题的执管，包括鼠患、货物阻塞行人通道，以及违规档户 Enhanced the follow-up actions to tackle the management problems, including rodent infestation, obstruction of passageways by goods and non-compliant stall tenants, in public markets	(5)
食物环境卫生署 Food and Environmental Hygiene Department (DI/441)	• 就监察蚊患方式的检讨机制订立指引 Guidelines on the review mechanism of mosquito surveillance methodologies drawn up	(5)
	• 在投诉管理资讯系统加入热点分析功能，以便更有效调配人手，处理防治蚊患工作 Added to the Complaint Management Information System a new function for analysing hotspots for more effective deployment of manpower in anti-mosquito work	(5)
	• 整合有关登革热病媒监察计划的网上资讯及数据，方便市民浏览 Online information and statistics under the Dengue Vector Surveillance Programme consolidated for easier viewing by members of the public	(7)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 透过新闻稿及部门网页讲解登革热病媒监察计划应变机制的内容，以增加公众对机制的认知和参与度 Explicated the response mechanism under the Dengue Vector Surveillance Programme through press releases and departmental website to raise public awareness and participation	(7)
食物环境卫生署 Food and Environmental Hygiene Department (DI/446)	• 透过特别行动及突击巡查，加强监管接连后巷商铺的洁净问题 Monitoring of the cleanliness of shops adjoining rear lanes stepped up through special operations and surprise inspections	(5)
	• 加强与业界及本地学术机构的沟通和合作，探讨提升防治鼠患工作效能的方案 Communication and collaboration with the trade and local academic institutions strengthened to explore ways to enhance the effectiveness of anti-rodent work	(5)
	• 在投诉管理资讯系统加入热点分析功能，以便更有效调配人手应对鼠患问题 Complaint Management Information System enhanced with the function of hotspots analysis for more effective deployment of manpower in rodent prevention and disinfestation	(5)
	• 加强对前线和督导人员正确使用灭鼠工具和装备的培训，以及对承办商的监察 Training for frontline and supervisory staff on the correct use of tools and equipment for rodent disinfestation strengthened, and monitoring of contractors stepped up	(5) & (8)
政制及内地事务局 Government Secretariat – Constitutional and Mainland Affairs Bureau (DI/443)	编制并向政府各政策局、部门及他们管辖的相关机构提供一份外聘外语传译员名单，载列相关传译员的姓名、联络方法、服务时段、可传译的语言、持司法机构政务处发出的服务委托书的有效期等资料 Compiled and provided to all Government bureaux and departments as well as related organisations under their purview a list of non-government foreign-language interpreters (with the interpreters’ names, contact methods and service hours, languages they can interpret, validity of their Service Engagement Letters issued by the Judiciary Administration, etc.)	(1)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
发展局 Government Secretariat – Development Bureau (DI/463)	• 订定部门处理一般树木工作的时限 Drew up time frames for carrying out ordinary tree work by departments	(1)
	• 就涉及部门权责争议的树木投诉个案，将投诉的整体处理时间纳入为其中一个树木管理办事处介入的准则 To include the overall handling time of a tree complaint case involving disputes over responsibilities among departments, as a criterion for the Tree Management Office's intervention	(2)
	• 分析涉及部门权责争议的树木投诉及整合常见的分歧和误解，定期与部门进行交流和分享 To analyse tree complaints involving disputes over responsibilities among departments, to collate information about departments' common differences in opinions and misunderstanding, and to conduct exchanges and sharing with the departments regularly	(2)
	• 优化1823月度报告的数据类别，加入更多统计资料，以加强监察部门处理树木投诉的表现 Categories of data in 1823's monthly reports enhanced to include more statistics for more rigorous monitoring of departments' performance in handling tree complaints	(5)
	• 要求部门在定期会议中汇报非经1823接获的树木投诉的个案数目及处理方法，以全面监察部门跟进投诉的情况 Required departments to report at regular meetings data and follow-up actions relating to tree complaints not received via 1823 for comprehensive monitoring of the status of departments' complaint handling	(5)
	• 透过定期会议及其他渠道，持续监察地政总署处理树木投诉的表现，确保有问题的树木获妥善处理 Continue to monitor the Lands Department's performance in handling tree complaints through regular meetings and other channels to ensure proper handling of problematic trees	(5)
教育局 Government Secretariat – Education Bureau (DI/421)	制订及公布有关私立学校收取其他费用更全面的申请及审批机制 Established and announced a more comprehensive application and approval mechanism regarding the collection of other charges by private schools	(5)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
环境及生态局（「环生局」）、民政及青年事务局、环境保护署、食物环境卫生署（「食环署」）、路政署、民政事务总署（「民政总署」）及地政总署 Government Secretariat – Environment and Ecology Bureau ("EEB"), Home and Youth Affairs Bureau, Environmental Protection Department, Food and Environmental Hygiene Department ("FEHD"), Highways Department ("HyD"), Home Affairs Department ("HAD") & Lands Department ("LandsD") (DI/455)	• 民政总署鼓励其他部门善用民政事务处的协调角色，并继续透过联合行动处理非法霸占或阻碍街道问题 HAD encouraged other departments to make good use of the coordinating role of District Offices and to continue to tackle illegal occupation or obstruction of streets through joint operations	(2)
	• 政府成立「地区治理专组」，及在专组下设立「环境卫生及市容工作小组」，在中央层面加强环境卫生事务的跨部门统筹工作 The Government set up the Task Force on District Governance and, under it, the Working Group on Environmental Hygiene and Cityscape to enhance inter-departmental coordination of environmental hygiene matters at central level	(2)
	• 路政署与地政总署就公共道路非法摆放建筑材料的个案实施跨部门机制，以尽早处理权责上的争拗 HyD and LandsD implemented an inter-departmental mechanism for early resolution of disputes on responsibilities involving illegal deposition of construction materials on public roads	(2)
	• 环生局和食环署提高阻街罪行的罚则 EEB and FEHD increased the penalties for offences relating to street obstruction	(5)
康乐及文化事务署（「康文署」） Leisure and Cultural Services Department ("LCSD") (DI/424)	• 修订指引及申请表，列明泳会经「中央分线计划」（「分线计划」）获分配的泳线所举办的活动须为非牟利及只供训练之用，亦已发信提醒各体育总会相关租用条款；并定期检视各体育总会租用泳线的记录及巡视报告 Revised the guideline and application form specifying that activities organised by swimming clubs using the swimming lanes allocated under the Central Lane Allocation Scheme ("CLAS") should be non-profit-making and for training purposes only, and issued letters to remind the National Sports Associations ("NSAs") of the relevant terms, and will regularly review the records and inspection reports on the hiring of swimming lanes by NSAs	(5)
	• 每月向各体育总会提供其属会取消租用泳线的记录，让体育总会掌握情况，加快检视违规个案的程序 To provide NSAs with a monthly record of the cancellation of hire of swimming lanes by their affiliated clubs, so that the NSAs can keep track of the situation and expedite the process of reviewing non-compliant cases	(5)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 严格执行团体使用泳池设施的进场及签场安排，确保泳线的使用不会被违规转让。该署持续派员巡视泳池的使用情况，并检视各体育总会的巡视记录作持续监察 To strictly enforce the admission and signing-in arrangements for using swimming pool facilities by organisations to ensure no unauthorised transfer of swimming lanes, and to deploy staff regularly to inspect the use of swimming pools and to review the inspection records of NSAs for continuous monitoring	(5)
	• 重新设定在分线计划下分配主池泳线的租用时段，让更多泳线可供其他团体或公众使用 Revised the number of lane hours for the main pools allocated under CLAS to make more swimming lanes available for use by other organisations or members of the public	(6)
	• 为每个泳会可获分配的主池泳线设定上限，让更多有意租用的泳会或团体有较多机会租用该些泳线 Set an upper limit on the number of main pool swimming lanes to be located to each swimming club so that more interested clubs or organisations can have more opportunities to hire those lanes	(6)
	• 康文署与各体育总会及业界代表组成的「中央计划检讨工作小组」已就分线计划下的泳线分配及日后监察订定机制，并将审核准则及评分标准通知各属会并上载至网站 The Review Committee formed by the representatives from LCSD, NSAs and the trade had worked out the mechanism for allocation of swimming lanes under CLAS and for future monitoring, and had notified the NSAs of the assessment criteria and marking scheme and uploaded them onto websites	(9)
康乐及文化事务署 Leisure and Cultural Services Department (DI/460)	• 要求所有入选的新购或更换的电子书经「馆藏发展会议」审批 Required all e-books shortlisted for acquisition or replacement to be submitted to the Collection Development Meeting for approval	(5)
	• 主动分析热门电子书的预约情况，并安排采购额外复本以应付读者需求，并缩短读者的轮候时间 Proactively analysed the booking situation of popular e-books and acquired extra copies for meeting patrons' demand and shortened their waiting time	(4)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
海事处 Marine Department (DI/418)	• 完成检讨私人船只系泊允许的轮候机制，自2021年起冻结私人系泊设备区的轮候名单，并每半年一次邀请轮候名单人士申请未编配的私人系泊设备位置 Completed reviewing the mechanism for waiting for private mooring (“PM”) permission, including freezing the waiting lists of all PM areas since 2021 and inviting all applicants on the frozen waiting lists to apply for unallocated PM spaces every six months	(4)
	• 已修订私人船只系泊设备允许的系泊条件，包括订明有效期并在有效期届满后不可更新或延续，以加快私人系泊设备位置流转。自2022年起把管理私人系泊设备的记分制度推展至所有由该处发出的书面允许 Revised the conditions for permission to lay PMs, including specifying their validity periods and renewal and extension of validity periods upon expiry are not allowable, to expedite the turnover of PM spaces. Since 2022, the point system was extended to all PM permissions issued by the department	(5)
	• 完成检讨私人船只系泊安排，对定期公开招标的建议持开放态度，会留意是否有实际需要及合适位置再作考虑 Reviewed the arrangements for private vessel moorings. Will keep open-minded on the proposal of regular open tender and will keep in view whether there is a practical need and suitable location for further consideration	(5)
	• 完成研究扣押系泊于非法浮泡的船只或检控其船东的建议；同时继续执行就非法浮泡的执管工作 Finished examining the proposal of detaining the vessels berthed at illegal mooring buoys or prosecuting the vessel owners, and take enforcement actions against illegal mooring buoys in the meantime	(5)
	• 密切监察避风塘内包括索取泊位报酬、恐吓及勒索等情况，并与警务处进行联合行动，检控违反海事法例的船只 Closely monitor the situation at typhoon shelters, including solicitation for rewards for berthing, intimidation and blackmail, and conducted joint operations with the Police to initiate prosecutions against the vessels that violate the law	(5)
	• 完成检讨有关私人系泊设备的收费机制，认为现行机制符合政府要求收费水平与成本挂钩的一般原则 Reviewed the charging mechanism for laying PMs and considered the existing mechanism was in line with the Government’s general principle of requiring fee levels to be cost-linked	(6)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
海事处及运输署 Marine Department ("MD") & Transport Department ("TD") (DI/453)	海事处 MD	
	• 落实执行为前线人员所制订针对船只非法载客情况的工作指引 Implemented the guidelines for taking enforcement actions against illegal carriage of passengers on vessels by frontline staff	(1)
	• 加快将怀疑船只无牌经营街渡服务的个案转介运输署及警务处跟进 Expedited the referral of cases concerning vessels suspectedly engaging in unlicensed kaito service to TD and the Hong Kong Police Force for follow-up	(2)
	• 在获准出租及取酬游乐船的运作牌照上附加牌照条件，要求相关船只展示救生衣标签及二维码海报 Attached conditions to the operating licences for pleasure vessels permitted to be let for hire or reward, requiring those vessels to display lifejacket stickers and QR code posters	(4)
	• 增加针对船只违规载客的巡查及「放蛇」行动 Conducted more patrols and decoy operations targeting illegal carriage of passengers	(5)
	• 透过小册子、海报及宣传短片向公众说明乘坐合法游乐船只时须注意的地方，以及提供获批准的街渡服务和出租游乐船只上的救生装备的资讯 Explained to the public through brochures, posters and promotional videos the points to note when travelling by chartered pleasure vessels, and provided information on licensed kaito services and the life-saving appliances on board	(7)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	<u>运输署 TD</u>	
	• 透过承办商定期进行服务调查以记录街渡服务的表现，并把相关资料转介予执法部门跟进；运输署同时会突击巡查进行服务调查的团队 To conduct regular surveys via contractors for assessing the performance of kaito operators and refer relevant information to law enforcement agencies for follow-up; and to conduct by the Department itself blitz inspections for monitoring the contractors	(2) & (5)
	• 要求街渡营办商须于指定船只展示特定标记及旗帜，以便市民识别获批准的街渡服务 Required kaito operators to display specific labels and flags on designated vessels to facilitate identification of approved kaito services by members of the public	(4)
	• 于街渡航线停靠点进行服务调查；若发现乘客需求增加，会主动邀请营办商增办航线 Conducted surveys at berthing points of licensed kaito routes; to invite kaito operators to launch new routes when increase of passenger demand is noticed	(4)
	• 于部门网站提供有关申领街渡牌照以营运海上客运服务的资讯 Provided on its website information about applying for kaito licence for operating maritime transport services	(7)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
社会福利署 Social Welfare Department (DI/398)	• 制订违规安老院须作出纠正的期限及安老院牌照事务处跟进巡查的时间表 Devised a time frame for the non-compliant residential care homes for the elderly to rectify their irregularities and a timetable for the Licensing Office of Residential Care Homes for the Elderly to conduct follow-up inspections	(1) & (5)
	• 修订《安老院条例》，以提升安老院的质素 Amended the Residential Care Homes (Elderly Persons) Ordinance to enhance the quality of residential care homes for the elderly	(5)
渗水投诉调查联合办事处 The Joint Office for Investigation of Water Seepage Complaints (DI/428)	• 利用已完善的「渗水投诉管理系统」记录个案需时处理的原因，并定期编制统计数据，以作分析及制订个案管理策略 To record reasons of prolonged completion time of cases in the enhanced Water Seepage Complaint Management System and compile statistics periodically for making analyses and devising case management strategies	(5)
	• 在渗水事宜专题网页公布每年的服务表现（即在90个工作天内完成处理的个案的百分比） To promulgate annual performance (i.e. percentage of cases completed within 90 working days) on the thematic webpage for water seepage	(7)
运输署、地政总署及民政事务总署（「民政总署」） Transport Department ("TD"), Lands Department ("LandsD") & Home Affairs Department ("HAD") (DI/451)	<u>运输署 TD</u> • 运输署积极配合地政总署的搜证工作，提供地政总署在政府土地上充公所得的弃置车辆的车主的资料 TD proactively collaborated with LandsD in evidence collection by providing information of the registered owners of the abandoned vehicles ("AVs") confiscated on Government land	(2)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	地政总署 LandsD	
	• 地政总署重启就弃置车辆个案的搜证和检控工作，并成功检控非法弃置车辆的车主 LandsD relaunched its work on evidence collection and prosecution for AV cases, and successfully prosecuted the owner of an illegal AV	(5)
	运输署及地政总署 TD and LandsD	
	• 在民政总署的统筹下，运输署及地政总署联同各政府部门（包括路政署及香港警务处）在2023年3月发布《公共道路及公共后巷弃置车辆联合行动指引》，清晰厘订各部门处理公共后巷上弃置电单车的程序 Under HAD's coordination, LandsD, TD and other departments (including the Highways Department and the Hong Kong Police Force) promulgated in March 2023 "The Operational Procedures for Handling Abandoned Vehicles in Public Roads and Public Rear Lanes" which clearly laid down the procedures of respective departments for handling motorcycles abandoned in public rear lanes	(2)
	民政总署 HAD	
	• 民政总署密切注视区内的弃置车辆问题，适时协调部门进行联合清理行动，并清晰地向投诉人及公众交代有关跟进行动 HAD to closely monitor the situation of AVs in the district, coordinate joint clearance operations with the departments concerned in a timely manner, and clearly explain the follow-up actions to complainants and the public	(2) & (7)

改善措施实例
Examples of Improvement Measures

第2部分：所涉部门及机构在公署进行全面调查后已采取的改善措施实例
Part 2: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Full Investigations

机构（个案编号） **Organisation (Case reference)**	改善措施 **Improvement measures**	类别 **Category**
屋宇署、环境保护署（「环保署」）、食物环境卫生署（「食环署」）及地政总署 Buildings Department (“BD”), Environmental Protection Department (“EPD”), Food and Environmental Hygiene Department (“FEHD”) & Lands Department (“LandsD”) (2022/1619)	环保署、食环署及地政总署 EPD, FEHD and LandsD	
	• 三部门加强合作，以有效跟进村屋涉嫌不当接驳化粪池到公众渠管的情况 Enhanced collaboration between the three Departments with a view to following up effectively on improper connection of septic tanks of New Territories Exempted Houses to public drains	(2)
	屋宇署 BD	
	• 留意内部程序及人手安排，务求就僭建物发出清拆令的加强执法策略得以切实执行 Be mindful of its internal procedures and staff deployment to ensure that the enhanced enforcement strategy on the issuance of Demolition Orders is properly carried out	(3)
	• 提醒职员确保回复投诉人的内容准确 Reminded staff to ensure the accuracy of replies to complainants	(3)
	地政总署 LandsD	
	• 提醒职员清楚回复投诉人 Reminded staff to reply to complainants in a clear manner	(3)
屋宇署 Buildings Department (“BD”) (2022/3740)	• 就三张仍未获遵从的清拆令向其中两名业主提出检控行动，以及向余下一名业主发出取代命令 For following up on the three removal orders to be complied with, instigated prosecution actions against two owners and served a superseding order for the remaining one	(5)
	• 在内部会议向职员分享和讨论此案及所汲取的经验，并提醒职员根据部门的服务承诺及指引及时和具体地回复查询或投诉 The case and the lesson learned have been shared and discussed at BD’s internal meetings, and staff have been reminded to provide timely and specific responses to enquiries or complaints according to BD’s performance pledge and departmental guidelines	(8)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
屋宇署 Buildings Department (2022/4011)	向未遵办清拆令的业主提出检控及委派顾问公司筹划及安排政府承建商清拆相关僭建物 Instigated prosecution against the owners who have not complied with removal orders and engaged consultants to plan and arrange to have the unauthorised building works removed by contractors	(5)
卫生署 Department of Health ("DH") (2020/1710)	为家庭健康服务下儿童健康服务推出网上预约功能，并在「医健通」流动应用程式中加入连结，以便服务使用者连接到该署的预约系统 Launched an online appointment booking function for the Child Health Service under the Family Health Service. A portal was also created on the eHealth Mobile App for service users to access DH's booking system	(4)
卫生署 Department of Health ("DH") (2022/0225)	• 卫生署个案追踪办公室（「追踪办」）向民众安全服务队及医疗站提供直接联络该办的电邮及电话，让前线人员可按照相关指引，适时跟进法定命令资料有误的个案和妥善记录有关个案，以及向该办汇报资料有误个案 DH's Contact Tracing Office ("CTO") provided direct email and telephone contacts to Civil Aid Service and Medical Post for frontline staff to follow up on cases concerning wrong information in statutory orders in accordance with relevant guidelines in a timely manner, to record such cases properly, and to report for cases with wrong information	(2)
	• 热线中心更新处理查询指引及转介程序，将市民致电热线查询更改隔离令或检疫令所载资料的个案转介至追踪办直接跟进及回复 Hotline centre updated the procedures of handling enquiries and referrals for referring cases concerning amendments of information of isolation orders or quarantine orders to CTO direct for follow-up and reply	(3)
	• 推出「卫生防护中心2019冠状病毒病病人网上申报表格」及「2019冠状病毒快速抗原测试阳性结果人士申报系统」，以便确诊者同时申报同住的密切接触者 Launched "Online self-reporting for COVID-19 patient" and "Declaration System for Individuals Tested Positive for COVID-19 Using Rapid Antigen Test" for confirmed patients to declare "close contacts" simultaneously	(4)
	• 分隔更新检疫政策的公布及执行日期 Separated the announcement and effective dates when updating quarantine measures	(7)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
卫生署 Department of Health (2022/0578)	• 提醒职员须小心处理投诉个案，并向职员提供指引、相关跟进流程和回应口径，并会定期检视个案进度 Reminded staff to handle complaints carefully and provided them with relevant guidelines, procedures and line-to-take and review case progress regularly	(3)
	• 市民申报表格或系统会于部分资料栏目自动提供标准选项，以协助市民输入资料和减低出错机会。疫情信息中心亦会根据地政总署提供的地理编码以人手核对不确定的居住地址 The online reporting form or the system would automatically provide standardised options in some of the information fields to assist the public in filling information and to minimise the chance of making mistakes. Outbreak Intelligence Centre would also verify cases with uncertain addresses in accordance with the geocoding provided by the Lands Department	(4)
	• 优化其资讯系统，市民经网上申报表格及系统申报确诊资料时，相关资料会直接传送到个案平台而无需经人手输入，并会为确诊个案配置编号 Improved its information system so that when people declared COVID-19 positive cases via its online reporting form or declaration system, the relevant information would be transmitted to its case platform without the need for manual input and a case number would be assigned accordingly	(5)
卫生署 Department of Health (2022/0792)	• 检讨内部流程，精简发出隔离令、检疫令及隔离记录的步骤，并设计多功能性及更具可扩展性的系统 To review the internal workflow and streamline the procedure of issuing Isolation Orders, Quarantine Orders and Isolation Records as well as devise more scalable and versatile systems	(1)
	• 核对输入「隔离记录发放系统」的资料，尽量减少人为错误 To cross-check the data input to the Isolation Record Robot to minimise human error	(5)
	• 提供足够的员工培训及易于参阅的常见问题，协助职员妥善发出隔离令、检疫令及隔离记录，以及回答公众查询 To provide sufficient staff training and readily available FAQs to facilitate the issuance of Isolation Orders, Quarantine Orders and Isolation Records and for answering public enquiries	(8)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
卫生署 Department of Health (2022/0943)	• 经不同热线收到的隔离文件要求会集中传送到卫生防护中心的一个电邮地址 Designated email account of the Centre for Health Protection as a central hub to receive requests for isolation documents from different COVID-19 hotlines	(4)
	• 在两个2019冠状病毒病的申报平台加设弹出讯息及按掣，并加插相关图像和连结，引导使用者到正确平台申报个案；每天抽出误报个案并联络确诊者，协助他们完成申报程序 Pop-up messages and buttons added in the two COVID-19 reporting platforms with illustrations and links to redirect people to report their cases on the correct platform; wrongly reported cases picked out every day to contact and help the infected persons complete the declaration process as appropriate	(5)
	• 已开发系统将申报平台的个人资料与卫生署中央资料库及入境事务处资料库的资料作比对 A system developed to enable comparison of personal particulars in the reporting platforms with those in the centralised Case Portal and the Immigration Department's database	(5)
	• 定期提醒职员准确输入资料的重要性，并在签发隔离文件前覆查资料 To regularly remind staff of the importance of accurate input of data and double check information before issuing isolation documents	(5)
	• 透过政府的「添马台」Facebook专页、WhatsApp热线及具有互动语音功能的电话系统，加强宣传各热线的不同功能 Enhanced the publicity of the different functions of the various hotlines through the Government Facebook page, WhatsApp Helpline and an interactive voice response system	(7)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
卫生署 Department of Health (2023/0201)	• 向投诉人提供其个案已完结的书面确认（部门之前忽略了该要求） Provided written confirmation for the conclusion of the complainant's case which was previously overlooked by the department	(4)
	• 就日后有关强制检测令遵循情况的执法行动之进度，检视及加强监督机制 Reviewed and enhanced the mechanism for monitoring the progress of enforcement action related to Compulsory Testing Order compliance in future	(5)
	• 检视职员正确更新2019冠状病毒测试记录及个案状况的指引，并加强相关的职员培训 Reviewed the guideline for proper updating of COVID-19 test records and case status, and strengthened staff training	(8)
机电工程署 Electrical and Mechanical Services Department (2015/2167)	密切跟进强制车辆维修工场及技工注册的立法规管工作 Closely followed up on the legislative work on compulsory registration of vehicle maintenance workshops and mechanics	(5)
消防处 Fire Services Department (2023/0403B)	颁布有关处理预付款保证金的新指引，以确保员工遵守规定 New guidelines for handling advance payment bonds promulgated for staff's compliance	(1)
食物环境卫生署 Food and Environmental Hygiene Department (2021/2581A)	修订工作指引以完善跟进「妨扰事故通知」是否已获遵办的程序 Revised guidelines to improve the procedure for following up on the compliance with "Nuisance Notice"	(1)
食物环境卫生署 Food and Environmental Hygiene Department (2021/3102)	• 与独立审查组及屋宇署跟进有关索取资料的情况，加强协调，使他们能适时回复有关要求 Enhanced collaboration with the Independent Checking Unit and the Buildings Department in following up on requests for information so that they can respond to such requests in a timely manner	(2)
	• 跟进投诉人电邮中所要求的资料，若投诉人维持其要求，便应尽快处理 Followed up on the complainant's request for information in his email and expedite the handling of the request if the complainant still pursues it	(3)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 在执行申请封闭令的程序时，按需要考虑使用查阅网以取得处所的建筑图则，以提高效能 To consider obtaining building plans via the Housing Electronic Building Records Online System when carrying out the procedures for applying for a Closure Order, so as to enhance effectiveness and efficiency	(5)
	• 定期检讨牌照组与环境卫生办事处（「环卫办」）的内部通报机制，确保优化后的牌照资讯管理系统能达到预期的效果，令环卫办能因应最新的牌照申请状况，按指引巡查及执法 To review regularly the internal communication mechanism between the Licensing Section and District Environmental Hygiene Offices ("DEHO") to ensure that the enhanced licence information management system can achieve the desired results and DEHO can follow the guidelines to conduct inspections and take enforcement actions according to the latest status of the licence applications	(5)
	• 提示职员从个案中汲取经验，适时回复市民的查询，并加强职员对《公开资料守则》（「《守则》」）的认识及训练，使能按《守则》及其精神回应市民的查询及提供资料的要求 Reminded staff to learn from the complaint and respond to public enquiries in a timely manner and strengthened staff's understanding of the Code on Access to Information ("the Code") with training so that they will be able to respond to enquiries and requests for information made by members of the public in accordance with the Code and its spirit	(8)
	• 提示职员在要求其他部门提供资料时，若未获适时回复，须主动向有关部门跟进 Reminded staff to take initiative to contact the departments concerned if the departments did not respond promptly to their requests for information	(9)
	• 加强内部监督，确保负责巡查及检控无牌食肆的职员按工作指引履行职责，并妥善备存记录 Strengthened internal supervision to ensure that staff responsible for conducting inspections and instigating prosecutions against unlicensed restaurants will perform their duties in accordance with guidelines and keep proper work records	(9)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
	• 完成对事涉职员的相关调查，并从个案中汲取经验，在行政上完善内部监督，避免类似该个案的遗漏备存巡查记录的情况再发生 Completed the investigation into the staff concerned and took reference from the case to improve the internal supervision administratively to avoid recurrence of missing to make inspection records as seen in the case	(9)
食物环境卫生署 Food and Environmental Hygiene Department (2022/2602) (2022/2840)	• 提醒职员须按指引处理投诉个案，适时给予投诉人初期回复，以及向投诉人交代工作进度，并在完成处理个案后具体回复投诉人 Reminded staff to handle complaint cases in accordance with guidelines and provide complainants with interim replies and case progress in a timely manner, and issue substantive replies to complainants upon concluding complaint cases	(3)
	• 加紧监察档户经营的情况，若有足够证据显示摊档有违反法例或租约的情况，便须果断执管或执法 To step up the monitoring of stall operations and take enforcement actions decisively if there is sufficient evidence of breaching of the law or the leases	(5)
	• 加强对职员及承办商的培训，要求他们严格按照租约条款及《公众街市规例》管理摊档，并在遇到疑难时，适时向上级寻求协助 Strengthened training for staff and contractors and required them to manage the stalls strictly in accordance with the terms of the leases and the Public Markets Regulations and seek help from their superiors when encountering difficulties	(8)
	• 适时检讨古洞街市的营运情况，因应现时社区的需要，考虑调整街市摊档的经营类别，以及在可行情况下，以具弹性的方式灵活地出租空置摊档，并就该街市的未来发展，及早制定古洞区的公众街市规划，以善用资源 To review in a timely manner the operation of Kwu Tung Market, and consider adjusting the business types of market stalls in light of the community's current needs, and where feasible, rent out vacant stalls in a flexible manner, and for the future development of the market, complete the planning for the public markets in Kwu Tung at an early date to make optimal use of resources	(9)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
食物环境卫生署（「食环署」） Food and Environmental Hygiene Department ("FEHD") (2022/2902)	更新1823网站、食环署网站及「办理身后事须知」小册子内的相关资料，清楚表明「连续居住当地」是指紧接去世前一直在当地居住 Reviewed all relevant materials on the websites of 1823 and FEHD, and the Guide to After-Death Arrangements clearly stating that "continuous residing period" means the period that the deceased had continuously resided in the place concerned before his or her death	(4)
政府物流服务署 Government Logistics Department (2023/0403A)	颁布新指引，订明处理根据采购货品及服务合约收到的合约存款、银行担保或类似文件的主要步骤，以确保各政策局及部门遵守规定 Promulgated new guidelines setting out the key steps for handling contract deposits, bank guarantees or similar documents received under contracts for procuring goods and services to ensure compliance by bureaux and departments	(1)
教育局 Government Secretariat – Education Bureau (2021/3695)	• 在网页加入有关投诉教师涉嫌违反专业操守的处理程序，包括不会公开调查结果的原因 To provide on its website information about the complaint handling procedures regarding suspected breaches of professional conduct by teachers, and the reasons for not disclosing the results of the investigations of such complaints	(3)
	• 优化教育局内部处理投诉的资讯科技系统，适时提醒负责人员跟进个案及回复投诉人 Internal complaint management system enhanced to give timely reminders to the responsible officers to process complaint cases and reply to complainants	(3)
	• 为须处理公众投诉的职员提供培训，以提高他们与投诉人沟通的技巧 Trainings for enhancing communication skills with complainants provided to staff responsible for handling complaints from the public	(8)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
教育局 Government Secretariat – Education Bureau ("EDB") (2022/1959)	• 更新内部指引，提醒职员妥善记录调查期间所涉的对话记录 Updated the internal guidelines reminding staff to make proper record of all relevant conversations that were made in the complaint handling process	(1)
	• 更新内部指引及致学校的指引中的投诉分类：经医生或专业人员判断涉事学生受事件影响而导致严重情绪问题、心理创伤或自杀倾向等的投诉会由教育局直接介入调查 Revised the classifications of complaints in internal guidelines and guidelines to schools: complaints involving students having been assessed by doctors or professionals as being affected by incidents and resulting in severe emotional problems, psychological trauma, or suicidal tendencies, will be directly handled by EDB	(1)
	• 更新内部指引及致学校的指引，提醒： – 学校须保存所有与投诉个案相关的记录，包括文本档案、影像或声音记录等，以作佐证，以及在收集、持有、处理或使用个人资料时，须遵守《个人资料（私隐）条例》的规定；以及 – 职员给予学校上述提示 Internal guidelines and guidelines to schools are updated, reminding: – schools to preserve all records related to complaint cases, including text files, images or audio recordings, as evidence and to comply with the Personal Data (Privacy) Ordinance when collecting, holding, processing or using personal data; and – staff to advise schools of the above	(1)
医务卫生局 Government Secretariat – Health Bureau (2022/0234C)	日后如需进行「围封强检」行动，会按实际疫情发展优化行动指引 To enhance the operation guidelines if "restriction-testing declaration" operations have to be taken in the future	(1)
医务卫生局 Government Secretariat – Health Bureau (2022/3659C)	于相关网页说明有关查询接种新冠疫苗异常事因果关系评估结果的资讯，并更新相关指引，指示职员及医护人员向查询人清楚解释现行机制的运作流程 To provide information on the handling of enquiries about adverse events following vaccination on the thematic webpage and to strengthen the relevant guidelines to instruct staff and healthcare professionals to clearly explain to enquirers the operational flow of the existing mechanism	(7)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
民政事务总署 Home Affairs Department (2022/0234A)	提示职员日后如需执行「围封强检」行动，须确保居民获告知相关安排 Reminded staff to ensure that residents are notified of the relevant arrangement of "restriction-testing declaration" operation	(9)
房屋署 Housing Department (2022/0234B)	提醒职员在有需要时须把公众投诉或查询转介合适的部门或机构跟进 Reminded staff to refer public complaints or enquiries to suitable departments or organisations for follow-up action where necessary	(9)
房屋署 Housing Department (2022/2046)	• 检视现时内部行政程序和工作指引，确定有既定指引供前线职员处理住户拥有新旧单位户籍事宜 Examined its current procedures and working guidelines, and confirmed that guidelines are in place for frontline staff for handling dual tenancy matters	(1)
	• 提醒职员按既定政策及程序，并以合适及灵活方式处理个案 Reminded staff to adopt a proper and flexible approach in handling cases in accordance with policies and procedures	(9)
房屋署 Housing Department (2022/2185)	在有需要时尽快向未遵办「修复通知书」的公共屋村租户采取进一步执管行动，包括发出书面警告，解说不遵从通知书的后果 Where necessary, to take prompt enforcement action against public housing estate tenants for non-compliance of enforcement notices, including issuing written warnings to explain the consequences of non-compliance	(5)
入境事务处 Immigration Department (2023/2469)	• 继续提升系统的自动筛查功能，并在申请页面及网页加入相关提示，提醒申请人顺利透过网上系统递交申请并不代表已获得批准 To continue the enhancement of the automatic photo screening function of the online application system, and to add a note on the application page and website to remind applicants that successful submission of application does not mean its approval	(4)
	• 尽快完成跟进特区护照申请及预约服务两套系统的进一步对接 To complete the connection of the system of online application for HKSAR passport and the online appointment booking system as soon as possible	(4)
政府新闻处 Information Services Department (2022/2434(I))	向职员提供更多有关《公开资料守则》的培训 Stepped up staff training on the Code on Access to Information	(8)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
康乐及文化事务署 Leisure and Cultural Services Department (2018/4697)	安排某报名踊跃的康体活动训练班以抽签形式选出参加者，并加入「新申请者」优先抽签的安排 To arrange balloting for selecting participants of a popular recreation and sports programme and give priority in balloting to "new applicants" of the programme	(5)
康乐及文化事务署 Leisure and Cultural Services Department (2023/0522A)	加强对游泳池淋浴间热水供应系统维修工程进度的监管，切实执行相关指引 Enhanced the supervision of the progress of the maintenance works for the hot water supply system of the shower booths in a swimming pool, and implemented the relevant guidelines accordingly	(5)
规划署 Planning Department (2022/4287)	提示职员日后回复公众查询时，内容须完整及交代详情，并安排了相关培训课程供职员参加 Reminded staff to provide comprehensive and detailed replies to public enquiries and arranged relevant staff training	(3) & (8)
邮政署 Post Office (2022/3124(I))	修订工作指引，优化处理索取资料申请的程序 Guidelines revised to enhance the procedures for handling information requests	(3)
邮政署 Post Office (2022/3379)	• 更新电脑系统设定，禁止派递邮差在收件人可更改派递选项的限期前派递包裹 Computer system updated to prohibit delivery postmen from delivering parcels prior to the deadlines for changing of delivery options by recipients	(4)
	• 在电脑系统加入向派递主管发出有关派递包裹的提示报告及异常报告的功能，以便他们提醒派递邮差有新派递指示的包裹及与派递邮差跟进派递情况与派递指示不符的个案 Added to its computer system the functions of sending alert reports and anomalies reports to delivery supervisors regarding parcels delivery, so that delivery supervisors can remind delivery postmen of new parcel delivery instructions and follow up with them on cases whose delivery situations do not match delivery instructions	(5)

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
社会福利署 Social Welfare Department (2023/0291)	• 就调查所取得的文件及资料制定存档的时限 Devised guidelines on the time limits for retaining information obtained by investigations	(1)
	• 提醒职员适时处理投诉及定期告知投诉人进展 Reminded staff to handle complaints in a timely manner and inform complainants of progress regularly	(3)
	• 检视处理投诉程序，尽量收取投诉人提供的照片、录音或录影等证据 Reviewed complaint handling procedures and will receive photos, audio and video recordings submitted by complainants as far as practicable	(3)
	• 聆听投诉人提供的录音 To listen to the audio recordings furnished by the complainant	(3)
	• 提示职员调查报告须列明详情（包括受访者的身份），以免造成混淆或误会 Reminded staff to provide necessary details (including the identity of interviewee) in investigation reports to avoid confusion	(8)
运输署 Transport Department (2022/1460 and others)	与相关持份者检讨审批新办及续办居民巴士服务申请的准则 To review the criteria for assessing new residents' service applications and residents' service renewal applications with stakeholders	(5)
运输署 Transport Department (2022/1603(1)-(4))	• 与相关持份者检讨审批及续办居民巴士服务申请的准则To conduct a review with stakeholders regarding the approving principle for application of new residents' service route and renewal of existing route	(5)
	• 加强职员培训，提醒职员仔细审阅投诉，提供明确回复 • To enhance staff training, to remind the relevant staff to closely examine complaint materials and provide specific response	(8)
	• 继续留意事涉屋苑的公共运输服务及配套需求，适时采取优化措施 To continue monitoring the public transport service near the residential estate where the complainants lived and optimise the provision of public transport in a timely manner	(9)

改善措施实例
Examples of Improvement Measures

机构（个案编号） Organisation (Case reference)	改善措施 Improvement measures	类别 Category
运输署 Transport Department (2022/3263)	以相同方法处理因须遵守隔离令及检疫令而提出的驾驶考试延期申请 Handled applications for postponement of driving test, due to having to comply with isolation and quarantine orders, in the same way	(6)
运输署 Transport Department (2023/0696)	采用新准则以决定正持有香港私家车往来港澳配额的申请人是否符合申领新配额的资格，以避免错误拒绝他们的申请 Adopted a new criterion for deciding the eligibility of the applicants who are current holders of quotas of Hong Kong private cars to Macao to avoid mistakenly rejecting their applications for new quotas	(6)
职业训练局 Vocational Training Council (2022/2932)	• 于内部工作指引中列明相关的退款政策及程序，并举办内部简介会让职员熟知有关政策 Spelled out the refund policy and procedures in the internal guideline and workshops would be conducted to familiarise staff with the relevant policy	(1) & (8)
	• 更新网页及相关注册文件的内容，以提醒学生相关的退款安排 Updated the website and the relevant register documents to remind students of the refund policy	(7)
职业训练局 Vocational Training Council (“VTC”) (2023/2455(R))	加强职员对该局的《公开资料守则》的认识，以及使他们在处理索取资料要求时更谨慎 Enhanced staff’s understanding of VTC’s Code on Access to Information and their cautiousness in handling requests for information	(8)

顾问名单
List of Advisers

姓名以英文字母顺序排列
in alphabetical order of surname

会计
Accountancy

蔡永忠先生，BBS, JP
Mr Tsai Wing Chung, Philip, BBS, JP

法律
Legal

罗沛然博士
Dr Lo Pui Yin

黄文杰先生，SC, JP
Mr Wong Man Kit, Anson, SC, JP

医务及护理
Medical and Nursing

赖锦玉教授
Professor Lai Kam Yuk, Claudia

沈秉韶医生，BBS, JP
Dr Shum Ping Shiu, BBS, JP

建筑、工程及测量
Architecture, Engineering and Surveying

陈志超工程师，SBS
Ir Chan Chi Chiu, SBS

陈旭明测量师
Sr Chan Yuk Ming, Raymond

梁广灏工程师，SBS, OBE, JP
Ir Leung Kwong Ho, Edmund, SBS, OBE, JP

林云峯先生，BBS, JP
Mr Lim Wan Fung, Bernard Vincent, BBS, JP

社会工作及更生事务
Social Work and Rehabilitation Services

陈丽云教授，JP
Professor Chan Lai Wan, Cecilia, JP

吴宏增先生
Mr Ng Wang Tsang, Andy



独立核数师报告
致申诉专员
Independent auditor’s report to The Ombudsman

（根据《申诉专员条例》于香港成立）(Established in Hong Kong pursuant to The Ombudsman Ordinance)

意见

本核数师（以下简称「我们」）已审计列载于第126至151页申诉专员的财务报表，此财务报表包括于2024年3月31日的财务状况表与截至该日止年度的收支结算表、全面收益表、资金状况变动表和现金流量表，以及包括重大会计政策信息及其他说明信息的附注。

我们认为，该等财务报表已根据香港会计师公会颁布的《香港财务报告准则》真实而中肯地反映了申诉专员于2024年3月31日的财务状况及截至该日止年度的财务表现和现金流量。

Opinion

We have audited the financial statements of The Ombudsman set out on pages 126 to 151, which comprise the statement of financial position as at 31 March 2024, the statement of income and expenditure, the statement of comprehensive income, the statement of changes in funds and the cash flow statement for the year then ended and note, comprising material accounting policy information and other explanatory information.

In our opinion, the financial statements give a true and fair view of the financial position of The Ombudsman as at 31 March 2024 and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards (“HKFRSs”) issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”).

意见的基础

我们已根据香港会计师公会颁布的《香港审计准则》进行审计。我们在该等准则下承担的责任已在本报告「核数师就审计财务报表承担的责任」部分中作进一步阐述。根据香港会计师公会颁布的《专业会计师道德守则》（以下简称「守则」），我们独立于申诉专员，并已履行守则中的其他专业道德责任。我们相信，我们所获得的审计凭证能充足和适当地为我们的审计意见提供基础。

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing (“HKSAs”) issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor’s responsibilities for the audit of the financial statements* section of our report. We are independent of The Ombudsman in accordance with the HKICPA’s *Code of Ethics for Professional Accountants* (“the Code”) and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

财务报表及其核数师报告以外的信息

申诉专员需对其他信息负责。其他信息包括刊载于年报内的全部信息，但不包括财务报表及我们的核数师报告。

我们对财务报表的意见并不涵盖其他信息，我们亦不对该等其他信息发表任何形式的鉴证结论。

Information other than the financial statements and auditor’s report thereon

The Ombudsman is responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor’s report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

财务报表及其核数师报告以外的信息（续）

结合我们对财务报表的审计，我们的责任是阅读其他信息，在此过程中，考虑其他信息是否与财务报表或我们在审计过程中所了解的情况存在重大抵触或者似乎存在重大错误陈述的情况。

基于我们已执行的工作，如果我们认为其他信息存在重大错误陈述，我们需要报告该事实。在这方面，我们没有任何报告。

申诉专员就财务报表须承担的责任

申诉专员须负责根据香港会计师公会颁布的《香港财务报告准则》拟备真实而中肯的财务报表，并对其认为为使财务报表的拟备不存在由于欺诈或错误而导致的重大错误陈述所需的内部控制负责。

在拟备财务报表时，申诉专员负责评估申诉专员持续经营的能力，并在适用情况下披露与持续经营有关的事项，以及使用持续经营为会计基础，除非申诉专员有意将申诉专员清盘或停止经营，或别无其他实际的替代方案。

Information other than the financial statements and auditor's report thereon (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of The Ombudsman for the financial statements

The Ombudsman is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and for such internal control as The Ombudsman determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, The Ombudsman is responsible for assessing The Ombudsman's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless The Ombudsman either intend to liquidate The Ombudsman or to cease operations, or have no realistic alternative but to do so.

核数师就审计财务报表承担的责任

我们的目标，是对财务报表整体是否不存在由于欺诈或错误而导致的重大错误陈述取得合理保证，并出具包括我们意见的核数师报告。我们是按照双方同意的聘任条款，仅向申诉专员（作为整体）报告。除此以外，我们的报告不可用作其他用途。我们概不就本报告的内容，对任何其他人士负责或承担法律责任。

合理保证是高水平的保证，但不能保证按照《香港审计准则》进行的审计，在某一重大错误陈述存在时总能发现。错误陈述可以由欺诈或错误引起，如果合理预期它们单独或汇总起来可能影响财务报表使用者依赖财务报表所作出的经济决定，则有关的错误陈述可被视作重大。

在根据《香港审计准则》进行审计的过程中，我们运用了专业判断，保持了专业怀疑态度。我们亦：

– 识别和评估由于欺诈或错误而导致财务报表存在重大错误陈述的风险，设计及执行审计程序以应对这些风险，以及获取充足和适当的审计凭证，作为我们意见的基础。由于欺诈可能涉及串谋、伪造、蓄意遗漏、虚假陈述，或凌驾于内部控制之上，因此未能发现因欺诈而导致的重大错误陈述的风险高于未能发现因错误而导致的重大错误陈述的风险。

– 了解与审计相关的内部控制，以设计适当的审计程序，但目的并非对申诉专员内部控制的有效性发表意见。

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

– Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

– Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of The Ombudsman's internal control.

核数师就审计财务报表承担的责任（续）

- 评价申诉专员所采用会计政策的恰当性及作出会计估计和相关披露的合理性。
- 对申诉专员采用持续经营会计基础的恰当性作出结论。根据所获取的审计凭证，确定是否存在与事项或情况有关的重大不确定性，从而可能导致对申诉专员的持续经营能力产生重大疑虑。如果我们认为存在重大不确定性，则有必要在核数师报告中提请使用者注意财务报表中的相关披露。假若有关的披露不足，则我们应当发表非无保留意见。我们的结论是基于截至核数师报告日止所取得的审计凭证。然而，未来事项或情况可能导致申诉专员不能持续经营。
- 评价财务报表的整体列报方式、结构和内容，包括披露，以及财务报表是否中肯反映交易和事项。

除其他事项外，我们与申诉专员沟通了计划的审计范围、时间安排、重大审计发现等，包括我们在审计中识别出内部控制的任何重大缺陷。

毕马威会计师事务所
执业会计师

香港中环
遮打道10号
太子大厦8楼

2024年5月20日

Auditor's responsibilities for the audit of the financial statements (continued)

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by The Ombudsman.
- Conclude on the appropriateness of The Ombudsman's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on The Ombudsman's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause The Ombudsman to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with The Ombudsman regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong

20 May 2024

收支结算表 截至2024年3月31日止年度
Statement of income and expenditure for the year ended 31 March 2024

（所有数额均以港元为单位）(Expressed in Hong Kong dollars)

		附注 Note	2024	2023
收入	**Income**			
政府资助金	Government subventions	3	**$ 134,307,000**	$ 129,838,628
递延政府资助金之摊销	Amortisation of deferred Government subventions	3	**1,814,220**	1,814,220
银行存款之利息收入	Interest income on bank deposits		**18,782,441**	11,190,787
其他收入	Other income		**99,514**	3,735
			$ 155,003,175	$ 142,847,370
支出	**Expenditure**			
营运开支	Operating expenses	4	**(144,690,794)**	(137,515,036)
年度盈余	**Surplus for the year**		**$ 10,312,381**	$ 5,332,334

全面收益表
截至2024年3月31日止年度

申诉专员在所列报的两个年度期内，除「年度盈余」外并无其他全面收益帐项。由于申诉专员的「全面收益总额」在两个年度期内均与「盈余」相同，因此，本财务报表没有另行编制全面收益表。

Statement of comprehensive income
for the year ended 31 March 2024

The Ombudsman had no components of comprehensive income other than "surplus for the year" in either of the years presented. Accordingly, no separate statement of comprehensive income is presented as The Ombudsman's "total comprehensive income" was the same as the "surplus" in both years.

第132至151页之附注为本财务报表的整体部分。

The notes on pages 132 to 151 form part of these financial statements.

财务状况表 于2024年3月31日
Statement of financial position as at 31 March 2024

（所有数额均以港元为单位） (Expressed in Hong Kong dollars)

		附注 Note	2024	2023
资产	**ASSETS**			
非流动资产	**Non-current asset**			
物业、机器及设备	Property, plant and equipment	7	**$ 65,278,468**	$ 68,151,261
流动资产	**Current assets**			
按金及预付款项	Deposits and prepayments		**$ 4,881,355**	$ 4,234,119
应收利息	Interest receivable		**3,826,254**	2,251,320
原定三个月以上到期之定期存款	Time deposits with original maturity over three months		**181,742,000**	213,080,000
现金及现金等价物	Cash and cash equivalents	8	**222,293,794**	179,946,924
			$ 412,743,403	$ 399,512,363
资产总额	**Total assets**		**$ 478,021,871**	$ 467,663,624
负债	**LIABILITIES**			
非流动负债	**Non-current liabilities**			
应付约满酬金 – 非流动部分	Contract gratuity payable – non-current	9	**$ 6,953,923**	$ 8,045,013
递延政府资助金 – 非流动部分	Deferred Government subventions – non-current	3	**49,829,338**	51,643,558
			$ 56,783,261	$ 59,688,571
流动负债	**Current liabilities**			
其他应付款项及应计费用	Other payables and accruals		**$ 4,782,715**	$ 6,141,710
应付约满酬金 – 流动部分	Contract gratuity payable – current	9	**10,213,127**	5,902,956
递延政府资助金 – 流动部分	Deferred Government subventions – current	3	**1,814,220**	1,814,220
			$ 16,810,062	$ 13,858,886
负债总额	**Total liabilities**		**$ 73,593,323**	$ 73,547,457

财务状况表（续）
于2024年3月31日
Statement of financial position as at 31 March 2024 (continued)

（所有数额均以港元为单位）(Expressed in Hong Kong dollars)

		附注 Note	2024	2023
资金	**FUNDS**			
累计资金	Accumulated funds		**$ 404,428,548**	$ 394,116,167
资金总额	**Total funds**		**$ 404,428,548**	$ 394,116,167
资金及负债总额	**Total funds and liabilities**		**$ 478,021,871**	$ 467,663,624

申诉专员已于2024年5月20日批准及授权刊发。

Approved and authorised for issue by The Ombudsman on 20 May 2024.

陈积志先生
申诉专员

Mr Jack Chan
The Ombudsman

第132至151页之附注为本财务报表的整体部分。

The notes on pages 132 to 151 form part of these financial statements.

资金状况变动表 截至2024年3月31日止年度
Statement of changes in funds for the year ended 31 March 2024

（所有数额均以港元为单位） (Expressed in Hong Kong dollars)

		累计资金 Accumulated funds
于2022年3月31日及2022年4月1日之结余	**Balance at 31 March 2022 and 1 April 2022**	$ 388,783,833
2022/2023年度资金状况变动：	**Change in funds for 2022/2023:**	
年度盈余及全面收益总额	Surplus and total comprehensive income for the year	5,332,334
于2023年3月31日及2023年4月1日之结余	**Balance at 31 March 2023 and 1 April 2023**	**$ 394,116,167**
2023/2024年度资金状况变动：	**Change in funds for 2023/2024:**	
年度盈余及全面收益总额	Surplus and total comprehensive income for the year	**10,312,381**
于2024年3月31日之结余	**Balance at 31 March 2024**	**$ 404,428,548**

第132至151页之附注为本财务报表的整体部分。

The notes on pages 132 to 151 form part of these financial statements.

现金流量表 截至2024年3月31日止年度
Cash flow statement for the year ended 31 March 2024

（所有数额均以港元为单位）(Expressed in Hong Kong dollars)

		附注 Note	2024	2023
营运活动	**Operating activities**			
年度盈余	Surplus for the year		**$ 10,312,381**	$ 5,332,334
调整：	Adjustments for:			
利息收入	Interest income		**(18,782,441)**	(11,190,787)
折旧	Depreciation	4	**4,796,836**	3,881,837
递延政府资助金之摊销	Amortisation of deferred Government subventions		**(1,814,220)**	(1,814,220)
处置物业、机器及设备之损失	Loss on disposal of property, plant and equipment	4	**8,600**	651,015
营运资金变动前之营运亏损	**Operating deficit before changes in working capital**		**$ (5,478,844)**	$ (3,139,821)
按金及预付款项（增加）／减少	(Increase)/decrease in deposits and prepayments		**(647,236)**	5,032,812
其他应付款项及应计费用（减少）／增加	(Decrease)/increase in other payables and accruals		**(1,358,995)**	213,383
应付约满酬金增加／（减少）	Increase/(decrease) in contract gratuity payable		**3,219,081**	(753,095)
营运活动（运用）／产生之现金净额	**Net cash (used in)/generated from operating activities**		**$ (4,265,994)**	$ 1,353,279
投资活动	**Investing activities**			
收取利息	Interest received		**$ 17,207,507**	$ 9,390,369
购置物业、机器及设备所付款项	Payments for purchase of property, plant and equipment		**(1,932,643)**	(12,199,424)
原定三个月以上到期之定期存款变动净额	Net changes of time deposits with original maturity over three months		**31,338,000**	159,232,000
投资活动产生之现金净额	**Net cash generated from investing activities**		**$ 46,612,864**	$ 156,422,945

现金流量表（续）
截至2024年3月31日止年度
Cash flow statement for the year ended 31 March 2024 (continued)

（所有数额均以港元为单位）(Expressed in Hong Kong dollars)

		附注 Note	**2024**	2023
现金及现金等价物净增加	**Net increase in cash and cash equivalents**		**$ 42,346,870**	$ 157,776,224
年初之现金及现金等价物	**Cash and cash equivalents at beginning of the year**	8	**179,946,924**	22,170,700
年末之现金及现金等价物	**Cash and cash equivalents at end of the year**	8	**$ 222,293,794**	$ 179,946,924

第132至151页之附注为本财务报表的整体部分。

The notes on pages 132 to 151 form part of these financial statements.

财务报表附注
Notes to the financial statements

（所有数额均以港元为单位）(Expressed in Hong Kong dollars)

1 申诉专员的概况

申诉专员于2001年12月19日根据法例成立为单一法团，其职能于《申诉专员条例》中订明。

申诉专员公署的注册办事处地址为香港干诺道中168–200号信德中心招商局大厦30楼。

1 Status of The Ombudsman

The Ombudsman was established as a corporation by statute on 19 December 2001. The functions of The Ombudsman are prescribed by The Ombudsman Ordinance.

The address of its registered office is 30/F, China Merchants Tower, Shun Tak Centre, 168–200 Connaught Road Central, Hong Kong.

2 重大会计政策

(a) 遵例声明及会计政策变动

本财务报表乃根据香港会计师公会颁布适用的《香港财务报告准则》（此统称包括适用的个别《香港财务报告准则》、《香港会计准则》及诠释）而编制。申诉专员采纳的重大会计政策列述如下。

香港会计师公会已颁布若干《香港财务报告准则》之修订，并在申诉专员当前的会计年度首次生效或可提早采纳。申诉专员没有应用任何在当前的会计年度尚未生效的新准则或诠释（附注15）。

2023年7月，香港会计师公会公布《香港取消强积金与长期服务金对冲机制的会计影响》，为2025年5月1日起取消对冲机制提供会计指引。取消对冲机制对申诉专员的业绩和财务状况并无重大影响。

2 Material accounting policies

(a) Statement of compliance and changes in accounting policies

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards ("HKFRSs"), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). Material accounting policies adopted by The Ombudsman are disclosed below.

The HKICPA has issued certain amendments to HKFRSs that are first effective or available for early adoption for the current accounting period of The Ombudsman. The Ombudsman has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 15).

In July 2023, the HKICPA published "Accounting implications of the abolition of the MPF-LSP offsetting mechanism in Hong Kong" that provides accounting guidance relating to the abolition of offsetting mechanism effective from 1 May 2025. The abolition of the offsetting mechanism did not have a material impact on The Ombudsman's results and financial position.

2 重大会计政策（续）

(b) 财务报表编制基准

本财务报表以历史成本作为计量基准而编制。

在编制符合《香港财务报告准则》的财务报表时，管理层需要作出影响会计政策的应用及资产、负债、收入和支出的呈报数额的判断、估计和假设。这些估计和相关假设是根据过往经验及管理层因应当时情况下乃属合理的各项其他因素为基础而作出，所得结果乃构成管理层就目前未能从其他资料来源即时得知资产及负债帐面值时所作出判断的基础。实际的结果可能与这些估计有差异。

管理层会不断检讨各项估计及相关假设。假如会计估计的修订只影响某一期间，则该修订会在该期间内确认入帐，或假如会计估计的修订同时影响当前及未来期间，则该修订会在修订期间及未来期间内确认入帐。

(c) 物业、机器及设备

物业、机器及设备是以成本减去累计折旧及减值亏损后列帐。

2 Material accounting policies (continued)

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

2 重大会计政策（续）

2 Material accounting policies (continued)

(c) 物业、机器及设备（续）

(c) Property, plant and equipment (continued)

折旧是在扣减物业、机器及设备的预计剩余价值（如有的话）后，按预计可使用年期以直线法冲销其成本，计算方法如下：

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight line method over their estimated useful lives as follows:

– 持有作自用的租赁土地权益 Interest in leasehold land held for own use	按租赁的剩余租期 Over unexpired term of lease
– 建筑物 Building	40年 40 years
– 租赁物业装修 Leasehold improvements	10年 10 years
– 办公室家具 Office furniture	5年 5 years
– 办公室设备 Office equipment	5年 5 years
– 电脑设备 Computer equipment	4年 4 years
– 车辆 Motor vehicles	5年 5 years

资产的可使用年期及其剩余价值（如有的话）会每年检讨。

Both the useful life of an asset and its residual value, if any, are reviewed annually.

2 重大会计政策（续）

(c) 物业、机器及设备（续）

管理层会在每个报告年度结束时检讨物业、机器及设备的帐面金额有否出现减值迹象。当资产或所属的现金产生单位的帐面金额高于可收回数额时，便会在收支结算表内确认减值亏损。资产或所属的现金产生单位的可收回数额，是以公平价值减处置费用及使用值两者中较高者计算。在评估使用值时，估计未来现金流量会按除税前贴现率折让至现值，而该贴现率应足以反映市场当时所评估的货币时间价值与有关资产的独有风险。假如用以厘定可收回数额的估计基准出现正面的变化，有关的减值亏损便会拨回。

处置或出售任何物业、机器及设备所产生的损益，以出售所得净额与资产的帐面金额之间的差额厘定，并按处置或出售日期在收支结算表内确认入帐。

(d) 应收款项

应收款项于申诉专员拥有无条件权利可收取代价时予以确认。倘若代价只是随时间推移即会成为到期应付，则收取代价的权利即为无条件。倘若收入于申诉专员拥有无条件权利可收取代价之前已确认，有关金额会作为合约资产列报。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in the statement of income and expenditure if the carrying amount of an asset, or the cash-generating unit to which it belongs, exceeds its recoverable amount. The recoverable amount of an asset, or of the cash-generating unit to which it belongs, is the greater of its fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present values using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in the statement of income and expenditure on the date of retirement or disposal.

(d) Receivables

Receivables are recognised when The Ombudsman has an unconditional right to receive consideration. A right to receive consideration is unconditional if only the passage of time is required before payment of that consideration is due. If income has been recognised before The Ombudsman has an unconditional right to receive consideration, the amount is presented as a contract asset.

2 重大会计政策（续）

(d) 应收款项（续）

应收款项其后采用实际利率方法按摊销成本并包括以下述方式厘定的信贷亏损拨备列帐：

亏损拨备按等同于整个有效期的预期信贷亏损的金额计量，该等信贷亏损预期在应收款项的整个有效期间出现。就所有金融工具而言（包括存款及应收利息），申诉专员确认相等于12个月预期信贷亏损的拨备，除非金融工具信贷风险自初始确认后大幅增加。在此情况下，亏损拨备乃按相等于整个有效期的预期信贷亏损的金额计量。

预期信贷亏损于各报告日期进行重新计量，任何变动均于损益中确认为减值收益或亏损。申诉专员通过亏损拨备帐中应收款项帐面金额所作的相应调整确认减值收益或亏损。

倘若实际上并无收回的可能，应收款项的帐面金额会予冲销（部分或全部）。这情况通常出现在申诉专员确定债务人没有资产或收入来源可产生足够现金流量以偿还冲销的金额。

2 Material accounting policies (continued)

(d) Receivables (continued)

Receivables are subsequently stated at amortised cost using the effective interest method and including allowance for credit losses as determined below:

The loss allowance is measured at an amount equal to lifetime expected credit losses (“ECLs”), which are those losses that are expected to occur over the expected life of the receivables. For all financial instruments (including deposits and interest receivable), The Ombudsman recognises a loss allowance equal to 12-month ECLs unless these has been a significant increase in credit risk of the financial instrument since initial recognition, in which case the loss allowance is measured at an amount equal to lifetime ECLs.

ECLs are remeasured at each reporting date with any changes recognised as an impairment gain or loss in profit or loss. The Ombudsman recognises an impairment gain or loss with a corresponding adjustment to the carrying amount of receivables through a loss allowance account.

The gross carrying amount of receivable is written off (either partially or in full) to the extent that there is no realistic prospect of recovery. This is generally the case when The Ombudsman determines that the debtor does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

2 重大会计政策（续）

(e) 应付款项

应付款项按公平价值初始确认。初始确认后，应付款项按摊销成本列帐。假如贴现影响并不重大，则会按发票额列帐。

(f) 现金及现金等价物

现金及现金等价物包括银行存款及库存现金、存放于银行和其他金融机构的活期存款，以及短期和高流动性的投资。这些投资一般在购入后三个月内到期，可以随时换算为已知的现金额，而且价值变动方面的风险不大。现金及现金等价物的预期信贷亏损按照附注2(d)所列的政策评估。

(g) 雇员福利

薪金、约满酬金、有薪年假、度假旅费及申诉专员提供的非金钱性雇员福利的成本，均在雇员提供相关服务的年度内累积计算。倘若延期支付或清缴款项而影响可属重大，则有关金额会按现值列帐。

2 Material accounting policies (continued)

(e) Payables

Payables are initially recognised at fair value. Subsequent to initial recognition, payables are stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at invoice amounts.

(f) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition. Cash and cash equivalents are assessed for ECLs in accordance with policy as set out in note 2(d).

(g) Employee benefits

Salaries, gratuities, paid annual leave, leave passage and the cost to The Ombudsman of non-monetary employee benefits are accrued in the year in which the associated services are rendered by employees of The Ombudsman. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

2 重大会计政策（续）

(h) 准备金及或有负债

申诉专员假如须就已发生的事情承担法律或推定义务，而履行该义务预期可能导致含有经济效益的资源外流，并且可作可靠的估计，便会提拨准备。假如货币时间价值重大，则准备金会按预计履行义务所需资源的现值列帐。

假如含有经济效益的资源外流的可能性较低，或是无法对有关数额作出可靠的估计，该义务便会披露为或有负债，但如果资源外流的可能性极低则除外。须视乎未来会否发生某项或某些事情才能确定存在与否的义务，亦会披露为或有负债，但如果资源外流的可能性极低则除外。

假如清缴准备金所需的部分或全部开支预期将由另一方偿付，则会就任何几乎肯定的预期偿付款项确认一项独立资产。就偿付款项确认的金额不得高于准备金的帐面金额。

2 Material accounting policies (continued)

(h) Provisions and contingent liabilities

Provisions are recognised when The Ombudsman has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

Where some or all of the expenditure required to settle a provision is expected to be reimbursed by another party, a separate asset is recognised for any expected reimbursement that would be virtually certain. The amount recognised for the reimbursement is limited to the carrying amount of the provision.

2 重大会计政策（续）

(i) 收入确认

(i) 政府资助金

一笔无条件限制的政府资助金于可收取时会在收支结算表内确认为收入。其他的政府资助金于有理由确信将会收取，而申诉专员亦将会符合各项附带条件时，便会初始在财务状况表确认入帐。补偿申诉专员开支的资助金，会在开支产生的期间有系统地同时在收支结算表内确认为收入。补偿申诉专员资产成本的资助金，会列作递延政府资助金记入财务状况表，并按照附注2(c)所列的折旧政策的基准，按相关资产的租赁年期或可使用年期在收支结算表内确认入帐。

(ii) 利息收入

利息收入于产生时按实际利率方法确认入帐。

2 Material accounting policies (continued)

(i) Income recognition

(i) Government subventions

An unconditional Government subvention is recognised as income in the statement of income and expenditure when the grant becomes receivable. Other Government subventions are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that The Ombudsman will comply with the conditions attaching to them. Subventions that compensate The Ombudsman for expenses incurred are recognised as income in the statement of income and expenditure on a systematic basis in the same periods in which the expenses are incurred. Subventions that compensate The Ombudsman for the cost of an asset are included in the statement of financial position as deferred Government subventions and recognised in the statement of income and expenditure over the period of the lease term or useful live of the related asset on a basis consistent with the depreciation policy as set out in note 2(c).

(ii) Interest income

Interest income is recognised as it accrues using the effective interest method.

2 重大会计政策（续）

(j) 关联人士

(a) 任何人士或其直系亲属与申诉专员相关联，假如该人士或其直系亲属：

(i) 可控制或共同控制申诉专员；

(ii) 对申诉专员有重大影响力；或

(iii) 是申诉专员的主要管理层成员。

(b) 假如下述任何情况适用，则某实体与申诉专员相关联：

(i) 该实体与申诉专员是同一集团的成员（即每一主体、附属机构及同集团附属机构相互有关联）。

(ii) 某一实体是另一实体的联属机构或联办机构（或另一实体所属集团成员的联属机构或联办机构）。

(iii) 两个实体都是相同第三方的联办机构。

2 Material accounting policies (continued)

(j) Related parties

(a) A person, or a close member of that person's family, is related to The Ombudsman if that person:

(i) has control or joint control over The Ombudsman;

(ii) has significant influence over The Ombudsman; or

(iii) is a member of the key management personnel of The Ombudsman.

(b) An entity is related to The Ombudsman if any of the following conditions applies:

(i) The entity and The Ombudsman are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).

(ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).

(iii) Both entities are joint ventures of the same third party.

2 重大会计政策（续）

(j) 关联人士（续）

(b) 假如下述任何情况适用，则某实体与申诉专员相关联：（续）

(iv) 某一实体是第三方的联办机构，而另一实体是第三方的联属机构。

(v) 该实体是为申诉专员或申诉专员关联实体的雇员而设的聘用期结束后福利计划。

(vi) 该实体受附注2(j)(a)所述的人士所控制或共同控制。

(vii) 附注2(j)(a)(i)所述的人士对该实体有重大影响或是该实体（或其主体）的主要管理层成员。

(viii) 该实体或其所属集团内任何人士向申诉专员提供主要管理层成员的服务。

一位人士的直系亲属，概指在该人士与实体交易的过程中，可能影响该人士或受该人士影响的家庭成员。

2 Material accounting policies (continued)

(j) Related parties (continued)

(b) An entity is related to The Ombudsman if any of the following conditions applies: (continued)

(iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.

(v) The entity is a post-employment benefit plan for the benefit of employees of either The Ombudsman or an entity related to The Ombudsman.

(vi) The entity is controlled or jointly controlled by a person identified in note 2(j)(a).

(vii) A person identified in note 2(j)(a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

(viii) The entity, or any member of a group of which it is a part, provides key management personnel services to The Ombudsman.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3 政府资助金及递延政府资助金

政府资助金是供申诉专员应付日常营运开支的政府拨款。

递延政府资助金是作为预付租赁费用及购置建筑物之用的政府拨款。递延政府资助金之摊销，是按预付租赁费用持有作自用的批租土地权益的租约期（54年）及建筑物的可使用年期（40年），按照附注2(c)及2(i)(i)载列的会计政策以直线法计算确认入帐。

于2024年3月31日计算，预计递延政府资助金之摊销如下：

3 Government subventions and deferred Government subventions

Government subventions represent the funds granted by the Government for daily operations of The Ombudsman.

Deferred Government subventions represent the funds granted by the Government for prepaid lease payments and the purchase of building. Amortisation of deferred Government subventions is recognised on a straight line basis over the period of the lease term of 54 years of interest in leasehold land held for own use for prepaid lease payments and the useful life of 40 years of building in accordance with the accounting policies set out in notes 2(c) and 2(i)(i).

At 31 March 2024, the deferred Government subventions are expected to be amortised as follows:

		2024	2023
一年内并包括在流动负债之内	Within one year and included in current liabilities	**$ 1,814,220**	$ 1,814,220
一年后并包括在非流动负债之内	After one year and included in non-current liabilities	**49,829,338**	51,643,558
		$ 51,643,558	$ 53,457,778

4 营运开支 4 Operating expenses

		2024	2023
雇员福利开支（附注5）	Employee benefit expenses (note 5)	**$ 124,833,311**	$ 123,116,728
物业、机器及设备折旧（附注7）	Depreciation of property, plant and equipment (note 7)	**4,796,836**	3,881,837
差饷及管理费	Rates and management fee	**3,021,479**	3,614,051
短期租赁相关开支	Expense relating to short-term leases	**100,800**	100,800
核数师酬金	Auditor's remuneration	**110,000**	105,000
处置物业、机器及设备之损失	Loss on disposal of property, plant and equipment	**8,600**	651,015
其他开支	Other expenses	**11,819,768**	6,045,605
		$ 144,690,794	$ 137,515,036

5 雇员福利开支 5 Employee benefit expenses

		2024	2023
薪金及津贴	Salaries and allowances	**$ 108,398,798**	$ 105,615,719
约满酬金	Contract gratuity	**11,138,935**	10,976,503
退休保障费用 – 强制性公积金计划（「强积金计划」）（注）	Pension costs – Mandatory Provident Fund Scheme ("the MPF scheme") (Note)	**2,995,124**	3,005,428
未放取之年假	Unutilised annual leave	**(1,005,059)**	(311,575)
其他雇员福利开支	Other employee benefit expenses	**3,305,513**	3,830,653
		$ 124,833,311	$ 123,116,728

注： 申诉专员根据香港《强制性公积金计划条例》经办强积金计划，为在香港《雇佣条例》规管下雇用而未有界定利益退休计划保障的雇员而设。强积金计划是由独立受托人管理的界定供款退休计划。根据强积金计划，雇主及雇员各自须按雇员有关入息的5%向计划供款，每月有关入息以30,000元为上限。向计划作出的供款即时归属雇员，申诉专员并无已没收供款可用于扣减现行水平的供款。

Note: The Ombudsman operates the MPF scheme under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance and not previously covered by the defined benefit retirement plan. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK$30,000. Contributions to the plan vest immediately, there is no forfeited contributions that may be used by The Ombudsman to reduce the existing level of contribution.

6 主要管理层薪酬 6 Key management compensation

		2024	2023
短期雇员福利	Short-term employee benefits	$ 15,861,917	$ 15,872,221
聘用期结束后福利	Post-employment benefits	2,013,580	1,922,529
		$ 17,875,497	$ 17,794,750

7 物业、机器及设备 7 Property, plant and equipment

		持有作自用的租赁土地权益 Interest in leasehold land held for own use	建筑物 Building	租赁物业装修 Leasehold improvements	办公室家具 Office furniture	办公室设备 Office equipment	电脑设备 Computer equipment	车辆 Motor vehicles	总计 Total
成本：	Cost:								
于2023年4月1日	At 1 April 2023	$ 74,900,000	$ 16,800,000	$ 26,765,614	$ 901,907	$ 1,677,719	$ 10,854,279	$ 994,880	$ 132,894,399
增添	Additions	-	-	1,172,800	28,853	566,660	164,330	-	1,932,643
处置	Disposals	-	-	-	(27,022)	(329,109)	(484,589)	-	(840,720)
于2024年3月31日	At 31 March 2024	$ 74,900,000	$ 16,800,000	$ 27,938,414	$ 903,738	$ 1,915,270	$ 10,534,020	$ 994,880	$ 133,986,322
累计折旧：	Accumulated depreciation:								
于2023年4月1日	At 1 April 2023	$ 29,399,784	$ 8,842,438	$ 16,037,752	$ 790,768	$ 1,445,328	$ 7,361,670	$ 865,398	$ 64,743,138
年内支出	Charge for the year	1,394,220	420,000	1,224,945	47,293	115,206	1,535,196	59,976	4,796,836
处置后拨回	Written back on disposals	-	-	-	(27,022)	(320,687)	(484,411)	-	(832,120)
于2024年3月31日	At 31 March 2024	$ 30,794,004	$ 9,262,438	$ 17,262,697	$ 811,039	$ 1,239,847	$ 8,412,455	$ 925,374	$ 68,707,854
帐面净值：	Net book value:								
于2024年3月31日	At 31 March 2024	$ 44,105,996	$ 7,537,562	$ 10,675,717	$ 92,699	$ 675,423	$ 2,121,565	$ 69,506	$ 65,278,468

7 物业、机器及设备（续）

7 Property, plant and equipment (continued)

		持有作自用的租赁土地权益 Interest in leasehold land held for own use	建筑物 Building	租赁物业装修 Leasehold improvements	办公室家具 Office furniture	办公室设备 Office equipment	电脑设备 Computer equipment	车辆 Motor vehicles	总计 Total
成本：	**Cost:**								
于2022年4月1日	At 1 April 2022	$ 74,900,000	$ 16,800,000	$ 17,119,036	$ 888,536	$ 1,974,997	$ 9,740,533	$ 994,880	$ 122,417,982
增添	Additions	–	–	10,480,684	31,586	61,345	1,625,809	–	12,199,424
处置	Disposals	–	–	(834,106)	(18,215)	(358,623)	(512,063)	–	(1,723,007)
于2023年3月31日	At 31 March 2023	$ 74,900,000	$ 16,800,000	$ 26,765,614	$ 901,907	$ 1,677,719	$ 10,854,279	$ 994,880	$ 132,894,399
累计折旧：	**Accumulated depreciation:**								
于2022年4月1日	At 1 April 2022	$ 28,005,564	$ 8,422,438	$ 15,665,010	$ 756,017	$ 1,672,508	$ 6,606,334	$ 805,422	$ 61,933,293
年内支出	Charge for the year	1,394,220	420,000	567,801	52,966	120,544	1,266,330	59,976	3,881,837
处置后拨回	Written back on disposals	–	–	(195,059)	(18,215)	(347,724)	(510,994)	–	(1,071,992)
于2023年3月31日	At 31 March 2023	$ 29,399,784	$ 8,842,438	$ 16,037,752	$ 790,768	$ 1,445,328	$ 7,361,670	$ 865,398	$ 64,743,138
帐面净值：	**Net book value:**								
于2023年3月31日	At 31 March 2023	$ 45,500,216	$ 7,957,562	$ 10,727,862	$ 111,139	$ 232,391	$ 3,492,609	$ 129,482	$ 68,151,261

申诉专员以长期租赁方式持有租赁土地权益。

The Ombudsman's interest in leasehold land is held under long lease.

8 现金及现金等价物

8 Cash and cash equivalents

		2024	2023
银行现金	Cash at bank	**$ 222,288,794**	$ 179,941,924
库存现金	Cash in hand	**5,000**	5,000
		$ 222,293,794	$ 179,946,924

9 应付约满酬金

有关数额是在雇佣合约届满时须支付给雇员的约满酬金。金额为雇员基本薪金的10%至25%（2023年：10%至25%）不等，但扣除雇主的强积金供款。

9 Contract gratuity payable

The amount represents the gratuity payable to staff on expiry of their employment contracts. The amount of gratuity ranges from 10% to 25% (2023: 10% to 25%) of the basic salary less employer's contributions to MPF.

10 税项

根据《申诉专员条例》附表1A第5(1)条，申诉专员获豁免缴付根据《税务条例》征收的税项。

10 Taxation

The Ombudsman is exempt from taxation in respect of the Inland Revenue Ordinance in accordance with Schedule 1A Section 5(1) of The Ombudsman Ordinance.

11 承担

于2024年3月31日计算，按照停车位不可撤销之营运租赁合约应缴付的最低租赁付款总额如下：

11 Commitments

At 31 March 2024, the total future aggregate minimum lease payments under non-cancellable operating leases in respect of parking spaces are payable as follows:

		2024	2023
于一年内缴付	Within 1 year	**$ 8,400**	$ 8,400

除非在最少一个历月前以书面通知退租，否则租约仍然有效。

The leases remain in force unless terminated by giving notice in writing of not less than one calendar month.

12 累计资金管理

申诉专员在管理其累计资金时，基本目的是确保申诉专员的财政持续稳健。申诉专员无须承担外部施加的对累计资金的要求。

12 Management of accumulated funds

The Ombudsman's primary objective when managing its accumulated funds is to safeguard The Ombudsman's ability to continue as a going concern. The Ombudsman is not subject to externally imposed requirements relating to its accumulated funds.

13 金融风险管理及金融工具的公平价值

风险管理由总务及财务组按照申诉专员核准的政策执行。总务及财务组与各营运单位紧密合作，鉴别和评估财务风险。申诉专员所涉及的信贷风险、资金周转风险、利率风险及货币风险如下：

(a) 信贷风险

信贷风险指因交易对手不履行合约义务而对申诉专员造成财务损失的风险。申诉专员的信贷风险主要源自定期存款和现金及现金等价物。申诉专员已订定信贷政策，并持续监察这方面涉及的信贷风险。

现金存放于信贷评级稳健的金融机构，以尽量减低信贷风险。

信贷风险额上限为财务状况表内各项金融资产的帐面金额。申诉专员并无提供任何会使其涉及信贷风险的担保。

(b) 资金周转风险

申诉专员的政策是定期监察现时及预计的资金周转需要，以确保维持足够现金储备应付短期及较长期的资金周转需要。

13 Financial risk management and fair values of financial instruments

Risk management is carried out by the General and Finance Section under policies approved by The Ombudsman. The General and Finance Section identifies and evaluates financial risks in close co-operation with the operating units. The Ombudsman's exposure to credit, liquidity, interest rate and currency risks are described below:

(a) Credit risk

Credit risk refers to the risk that a counter party will default on its contractual obligations resulting in a financial loss to The Ombudsman. The Ombudsman's credit risk is primarily attributable to time deposits and cash and cash equivalents. The Ombudsman has a credit policy in place and the exposure to this credit risk is monitored on an ongoing basis.

Cash is deposited with financial institutions with sound credit ratings to minimise credit exposure.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position. The Ombudsman does not provide any guarantees which would expose The Ombudsman to credit risk.

(b) Liquidity risk

The Ombudsman's policy is to regularly monitor its current and expected liquidity requirements and to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term.

13 金融风险管理及金融工具的公平价值（续）

13 Financial risk management and fair values of financial instruments (continued)

(b) 资金周转风险（续）

(b) Liquidity risk (continued)

下表列载申诉专员的财务负债在报告年度结束时之剩余合约年期，乃根据未贴现合约现金流及申诉专员可能被要求付款之最早日期编制：

The following table shows the remaining contractual maturities at the end of the reporting period of The Ombudsman's financial liabilities, which are based on contractual undiscounted cash flows and the earliest date The Ombudsman can be required to pay:

	2024				
	未贴现合约现金外流 Contractual undiscounted cash outflow				
	一年以下或即时到期 Within 1 year or on demand	**一年以上但两年以下 More than 1 year but less than 2 years**	**两年以上但五年以下 More than 2 years but less than 5 years**	**未贴现合约现金流总计 Total contractual undiscounted cash flows**	**帐面金额 Carrying amount**
应付约满酬金 Contract gratuity payable	**$ 10,213,127**	**$ 4,547,993**	**$ 2,405,930**	**$ 17,167,050**	**$ 17,167,050**
其他应付款项及应计费用 Other payables and accruals	**4,782,715**	**–**	**–**	**4,782,715**	**4,782,715**
	$ 14,995,842	**$ 4,547,993**	**$ 2,405,930**	**$21,949,765**	**$ 21,949,765**

	2023				
	未贴现合约现金外流 Contractual undiscounted cash outflow				
	一年以下或即时到期 Within 1 year or on demand	一年以上但两年以下 More than 1 year but less than 2 years	两年以上但五年以下 More than 2 years but less than 5 years	未贴现合约现金流总计 Total contractual undiscounted cash flows	帐面金额 Carrying amount
应付约满酬金 Contract gratuity payable	$ 5,902,956	$ 5,158,266	$ 2,886,747	$ 13,947,969	$ 13,947,969
其他应付款项及应计费用 Other payables and accruals	6,141,710	–	–	6,141,710	6,141,710
	$ 12,044,666	$ 5,158,266	$ 2,886,747	$ 20,089,679	$ 20,089,679

13 金融风险管理及金融工具的公平价值（续）

(c) 利率风险

利率风险指金融工具的价值因市场利率调整而浮动的风险。申诉专员所涉及的利率风险只有按市场利率计息的银行结余。

敏感度分析

估计假如利率整体上升／下跌100个（2023年：100个）基点，而其他变数均维持不变，则申诉专员的盈余及累积资金于2024年3月31日便会增加约197,000元（2023年：183,000元）。

以上的敏感度分析，是假定利率变动在报告年度结束当日已出现，并已应用到同日可能导致申诉专员涉及利率风险的金融工具内。100个基点的升跌，是管理层评估该年度结束当日至下一报告年度之内可能出现的合理利率变动而得出的。有关分析所依据的基准与2023年相同。

(d) 货币风险

申诉专员的所有交易均以港元计算，故不涉及任何货币风险。

13 Financial risk management and fair values of financial instruments (continued)

(c) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. The Ombudsman's only exposure to interest rate risk is via its bank balances which bear interest at market rates.

Sensitivity analysis

At 31 March 2024, it is estimated that a general increase/decrease of 100 (2023: 100) basis points in interest rates, with all other variables held constant, would have increased The Ombudsman's surplus and accumulated funds by approximately $197,000 (2023: $183,000).

The sensitivity analysis above has been determined assuming that the change in interest rates had occurred at the end of the reporting period and had been applied to the financial instruments which expose The Ombudsman to interest rate risk at that date. The 100 basis points increase or decrease represents The Ombudsman's assessment of a reasonably possible change in interest rates over the period until the next annual reporting period. The analysis is performed on the same basis for 2023.

(d) Currency risk

The Ombudsman has no exposure to currency risk as all of The Ombudsman's transactions are denominated in Hong Kong dollars.

13 金融风险管理及金融工具的公平价值（续）

(e) 公平价值衡量

申诉专员的金融工具以成本或摊销成本入帐的帐面金额，与其于2024年及2023年3月31日的公平价值并无重大差异。

14 重大关联人士交易

涉及主要管理层人员的交易

主要管理层所有成员的酬金已在附注6披露。

15 截至2024年3月31日止年度已颁布但尚未生效的修订、新准则及诠释可能带来的影响

截至本财务报表刊发日期止，香港会计师公会已颁布多项修订，但在截至2024年3月31日止年度尚未生效，亦没有在本财务报表中采纳，当中包括以下可能与申诉专员相关的修订：

13 Financial risk management and fair values of financial instruments (continued)

(e) Fair value measurement

The carrying amounts of The Ombudsman's financial instruments carried at cost or amortised cost were not materially different from their fair values at 31 March 2024 and 2023.

14 Material related party transactions

Transactions with key management personnel

Remuneration of all members of key management personnel is disclosed in note 6.

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2024

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, which are not yet effective for the year ended 31 March 2024 and which have not been adopted in these financial statements. These developments include the following which may be relevant to The Ombudsman.

15 截至2024年3月31日止年度已颁布但尚未生效的修订、新准则及诠释可能带来的影响（续）

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2024 (continued)

	于下列日期或之后开始的会计期间生效 **Effective for accounting periods beginning on or after**
《香港会计准则》第1号之修订：*财务报表的呈列：负债分类为流动或非流动* Amendments to HKAS 1, *Presentation of financial statements: Classification of liabilities as current or non-current*	2024年1月1日 1 January 2024
《香港会计准则》第1号之修订：*财务报表的呈列：附带契诺的非流动负债* Amendments to HKAS 1, *Presentation of financial statements: Non-current liabilities with covenants*	2024年1月1日 1 January 2024
《香港财务报告准则》第16号之修订：*租赁：售后租回的租赁负债* Amendments to HKFRS 16, *Leases: Lease liability in a sale and leaseback*	2024年1月1日 1 January 2024
《香港会计准则》第7号之修订：*现金流量表*及《香港财务报告准则》第7号之修订：*金融工具：对供应商融资安排的披露* Amendments to HKAS 7, *Statement of cash flows* and HKFRS 7, *Financial Instruments: Disclosures: Supplier finance arrangements*	2024年1月1日 1 January 2024
《香港会计准则》第21号之修订：*汇率变动的影响：缺乏可兑换性* Amendments to HKAS 21, *The effects of changes in foreign exchange rates: Lack of exchangeability*	2025年1月1日 1 January 2025

申诉专员现正评估该等修订于初次应用期间所造成的影响。至目前为止，申诉专员认为采纳该等修订不大可能会对本财务报表构成重大影响。

The Ombudsman is in the process of making an assessment of what the impact of these developments is expected to be in the period of initial application. So far The Ombudsman has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

申诉人约章
Complainants Charter

公署竭诚为市民提供优质服务。为充分履行职务，公署与申诉人订立以下约章：

We endeavour to provide a high standard of service to the public. In fully discharging our duties, this Office has drawn up the following Charter:

公署的承诺

- 专业、公正及有效率地处理申诉
- 适时知会申诉人查讯的进度及结果
- 清楚解释公署的决定
- 保障申诉人的私隐
- 对市民有礼及尊重

Our Commitment

- Handle complaints in a professional, impartial and efficient manner
- Keep complainants informed of the progress and outcome of our inquiries
- Explain our decisions clearly
- Protect complainants' privacy
- Treat the public with courtesy and respect

申诉人若不满意查讯结果，可来函公署及提出理据要求覆检个案。若对个别职员或服务有任何意见，可向公署专责总行政主任提出。公署会秉持专业公正的精神跟进个案。

Complainants not satisfied with our findings may write to this Office and state the grounds for a review of their cases. Any views on individual staff or our services may be directed to our dedicated Chief Manager. We will take follow-up action with professionalism and fairness.

申诉人的责任

- 清楚说明申诉事项
- 适时提供真确的资料（包括事件经过、可供核实其身份及确定联络方法的所需资料等）
- 配合查讯工作
- 以合理的态度提出申诉
- 对职员有礼及尊重

Complainants' Responsibilities

- State clearly the issues of complaint
- Provide true and accurate information (including an account of events, the required information for verification of their identity and determination of their traceability, etc.) in a timely manner
- Cooperate in our inquiries
- Lodge complaints in a reasonable manner
- Treat the staff with courtesy and respect

若申诉人未能配合，查讯进度及／或结果可能会受影响。届时公署会视乎实际情况，决定采取适当措施，包括根据所获得的证据作出判断，或终止查讯等。

If complainants are not cooperative, the progress and/or outcome of our inquiries may be affected. In such circumstances, we will take proper actions as appropriate, such as making our decision on the basis of available evidence or terminating the inquiry.

中国香港申诉专员公署
Office of The Ombudsman, Hong Kong, China

地址 Address	香港干诺道中 168-200 号 信德中心招商局大厦 30 楼 30/F, China Merchants Tower Shun Tak Centre 168-200 Connaught Road Central Hong Kong
邮箱 Post Box	香港邮政总局信箱 3300 号 G.P.O. Box No. 3300, Hong Kong
查询及投诉热线 Enquiry and Complaint Hotline	(852) 2629 0555
传真 Fax	(852) 2882 8149
查询电邮 Enquiry Email	enquiry@ombudsman.hk
投诉电邮 Complaint Email	complaints@ombudsman.hk
网址 Website	www.ombudsman.hk

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